

**Metropolitan Tulsa Transit Authority  
BOARD of TRUSTEES MEETING**  
Tuesday, January 23, 2024  
R.O. Laird Board Room  
510 South Rockford Avenue, Tulsa, Oklahoma  
To Be Held 12:00 p.m.

**AGENDA**

**INTRODUCTION AND NOTICE TO THE PUBLIC:** The Board of Trustees will consider, discuss, and may take action on, adopt, amend, reject, or defer action on any item listed on this Agenda.

**I. CALL TO ORDER and BOARD MEMBER ROLL CALL**

**II. INTRODUCTIONS**

**III. APPROVAL OF THE December 8, 2024, and January 12, 2024, MEETING MINUTES** [Page 3 & 6](#)

**IV. PUBLIC COMMENTS**

*Anyone wishing to comment on an agenda item shall notify the board secretary of their wish to speak, as well as the specific agenda item that they wish to speak about. Each speaker will be allowed three minutes to present. No person shall be allowed to comment without registering with the board secretary.*

**V. COMMITTEE BUSINESS and REPORTS**

*With respect to any action on a financial matter below, the Board may also consider and possibly approve, adopt, deny, or amend its current or proposed budget as warranted to add, delete, increase, or decrease programs, appropriations, expenditures, and amounts thereof.*

**A. Finance/Budget**

1. Review of Ridership – *Chase Phillips (Information)* [Page 9](#)
2. MTTA Priorities and Goals – *Scott Marr (Action)*
3. FY2025 Budget – *Rebecca Walner (Action)* [Page 17](#)
4. Review and approval of Financial Statements—*Rebecca Walner (Action)* [Page 29](#)
5. GM Expenses—*Rebecca Walner (Action)* [Page 43](#)
6. Financial Audit Report—*Rebecca Walner (Information)*
7. Upcoming Procurements—*Jack Van Hooser (Information)* [Page 44](#)

**B. Operating/Marketing**

1. MTTA Public Transportation Agency Safety Plan – *Crystal Carter (Action)* [Page 45](#)
2. MTTA Safety Sensitive Drug & Alcohol Policy – *Lori Soderstrom (Action)* [Page 84](#)  
Approve the revised Safety Sensitive Drug & Alcohol Policy as of March 1, 2024.

3. MTTA Performance Goals—*Scott Marr (Action) Page 95*  
Discussion of and possible vote to update the MTTA performance goals.

4. “Re-branding” Marketing Approach- *BreAnna Hall (Action) Page 99*

5. On Board Validators—*Rebecca Walner (Action) Page 110*  
Authorize the General Manager to negotiate final terms with Kuba for an amount not to exceed \$485,000 over 5 years.

6. Route 66 discussion – *Scott Marr & Chase Phillips (Information)*

C. **Executive Committee**—*Adam Doverspike, Board Chair*

1. General Manager Employment Agreement  
Discussion of and possible vote regarding the continued employment of the General Manager, and possible vote to enter executive session regarding same. 25 O.S. 307(B)(1).

2. General Manager Employment Agreement  
Discussion of and possible vote regarding the terms of the General Manager’s employment agreement and whether to extend, amend or renew, and possible vote to enter executive session regarding the same. 25 O.S. 307(B)(1).

**VII. TRUSTEES AND GENERAL MANAGER COMMENTS**

Members of the Board of Trustees and the General Manager will have an opportunity to comment on Tulsa Transit, its services and/or other issues related to Tulsa Transit. Action will not be taken by the Board of Trustees on these comments.

**VIII. NEW BUSINESS**

Pursuant to the Oklahoma Open Meetings Act, new business is any matter not known about or which could not have been reasonably foreseen prior to the time of posting the agenda. Title 25 O.S. sec. 311(A)(9).

**IX. ADJOURN**

The next regularly scheduled meeting of the  
Tulsa Transit Board of Trustees will be held on  
**Tuesday, February 27, 2024, at 12:00 PM**

**METROPOLITAN TULSA TRANSIT AUTHORITY**  
**Minutes of the Special Meeting of the Board of Trustees**

Friday, December 8, 2023

R.O. Laird Board Room

510 South Rockford Avenue, Tulsa, Oklahoma

**CALL TO ORDER/ROLL CALL**

Trustee	In-Person	Absent
Adam Doverspike, Chair	*✓	
James Wagner, Vice Chair	✓	
Emily Hall	*✓	
Tina Peña	*✓	
Emeka Nnaka	*✓	
Phyllis Joseph	*✓	
Jim East	✓	
<b>Totals</b>	<b>7</b>	<b>0</b>

\*Adam Doverspike left at 12:56pm, returned at 3:00pm

\*Emily Hall arrived 1:30pm

\*Tina Peña left at 3:45pm

\*Phyllis Joseph arrived 12:34pm

\*Emeka Nnaka arrived at 2:06pm

**OTHERS PRESENT:**

Lori Soderstrom, Secretary to the Board of Trustees; Jean Ann Hudson, City-Appointed Attorney.

**IN ATTENDANCE:** Scott Marr, General Manager; Rebecca Walner, MTTA CFO; Ben Abrams, KWGS.

In accordance with the Oklahoma Open Meetings Act, the meeting was preceded by advance notice of the date, time, and place filed with the Municipal City Clerk’s office on November 1, 2022. An announcement was also given at least twenty-four (24) hours in advance by posting notice of the date, time and place and agenda of the meeting on December 5, 2023, @ 3:07 pm, at the Municipal City Clerk’s office and at Tulsa Transit Administrative offices on December 5, 2023.

**I. CALL TO ORDER**

**Adam Doverspike** called the meeting to order at 12:11 pm.

**II. INTRODUCTIONS**

None

**III. STRATEGIC PLANNING RETREAT**

Scott touched on the financial fiscal cliff for transit after a meeting with FTA, all depends on the next election and administration.

Rebecca presented the last couple of years for comparison and touched on the rainy-day fund. **James Wagner** informed the Board of the rainy-day policy; put in place in 2020, up to 2 months net operating expenses (\$3.6 million) with restrictions on how it can be used.

Rebecca touched on trying to hire and retain security officers due to pay. **Jim East** suggested to work with other City authorities with issues that they all have and maybe come up with solutions together.

Savings and new revenue opportunities. Digital signage selling ad space, reduction of printing cost. Charging for CDL testing, other agencies are doing this. Royalties from the sales of T-shirt and mugs with our logo. Paid parking at park and ride at MMS location.

**Phyllis Joseph** brought up using larger buses compared to the smaller buses. **Adam Doverspike** asked if there are smaller buses to we can look at buying for cost, and maintenance to have a comparison; Scott answered yes there are, but we would be limited on seating and Randy would like to stay with Gillig buses. **Adam Doverspike** asked that we have a A, B, & C plan to show our options when it gets closer to the financial cliff.

FY24 – FY26 Projections. The COVID funding helped push the cliff out farther. The passenger fares projection was based on 3 ½% increase. **James Wagner** asked what is in the other expenses; Rebecca answered marketing and planning.

City of Tulsa Allocation FY24 & FY25. General fund has stayed about the same for several years. Vision funding is permanent, percentage of sales tax.

Percentage of revenue by source from FY21 – FY23. ODOT will not continue to be at the percentage that we received in FY23, it will go down.

Strategic Vision, Priorities and Goals. Scott said these have not changed since 2018, is the Board still good with these? Jim East asked what did MTTA do to meet these goals? Updating the customer experience by all the new software, helping with the customer experience. Board asked Scott to bring a new strategic plan with details to the Board.

Fixed route monthly ridership, FY19-FY23. Scott went over the monthly ridership for all routes showing the growth. Scott touched on the daytime Micro zone map and the nighttime Micro zone map and the ridership for each zone. Micro ridership from the pilot program to current shows the ridership increasing each month. **Jim East** would like to see the Casino pay for the service that goes there. **Phyllis Joseph** said sell it as a new improved service.

Technology Enhancements. MTTA has had a lot of technology upgrades and enhancements in the past 2 years..

Current Ridership performance standards. Scott will present new ridership performance standards and bring back to the board.

\*Jump to IV. Re-branding

#### **IV. Re-Branding**

Scott gave the propellor presentation for rebranding and new name. A new marketing plan will be presented to the Board to announce the name and SWTA in February.

**Jim East** and **Emily Hall** made the motion to authorize the GM to implement the re-branding for Tulsa Transit with new name MetroLink and logo.

Yeas 6 Nays 0 Abstained 0 Absent 1 -- Motion Carried.

2:05pm take a recess.

2:13pm return to meeting.

Jump back to III. Strategic planning retreat

Fixed route YTD FY24. Goal set to turnover below 35%. **Jim East** said that the turnover goal is still too high. We have also brought training for CDL in house. **Phyllis Joseph** asked about the hiring cycle and asked to get an update on the hiring cycle and through training.

Lift YTD FY24. The paratransit service is expenses. Scott went over the complaints and the on-time performance. **Jim East** asked why we are not asking for Medicare money to help pay for these services.

Future Capital Planning. Scott touched on needing a new facility. The RT 66 funding gap and most of the gap is the stations and that must be a capital program. FTA said to drop it or fund it, **James Wagner** suggested to make the project in phases with the money you have, get out of the mind set all or nothing. Look at the ridership at stops & use the top 20% or 25% and place stations in the top ridership. **Jim East** said the City of Tulsa needs to be involved with picking the location of a new facility and need to approach the mayor for help. Scott said MTTA need's an additional location for offsite vehicle storage and maintenance. Scott touched on the accounting software, tap cards and payment system, digital signage, and encourage park and rides. Rail between BA & Tulsa, **James Wagner** said rail is too expensive & the technology is not there; does not make sense to look at rail.

Organizational Chart. Scott went over the organizational chart that **Jim East** had asked to see. **Jim East** said he is fine with the structure but thinks in the future that there may need to have deputy assistant directors to delegate the job duties.

**Jim East** asked about leadership development. Scott said that after he hired he went to APTA Leadership and then this year he sent Chase Phillips, Rebecca will be attending in April. Scott, do I have a structure leadership program, no. **Jim East** are you comfortable with your team's progression? Scott answered yes.

**Jim East** brought up advocacy. What are we trying to achieve with OTA, the city, suburbs, and INCOG. Scott said he will one of the Board of Directors going forward to get involved. INCOG we work with them, our goals & partner for anything transit and help reach out for more money.

**Jim East** said we need to different places like ONEOK. ONG, and others to get them to sponsor shelters. Reach out to foundations with specifics example of how many people they could be helping with shelters and have the cost of the shelter.

## V. ADJOURN

**Adam Doverspike** adjourned meeting at 3:53pm

Sincerely,

Lori Soderstrom  
Secretary to the Board of Trustees

**METROPOLITAN TULSA TRANSIT AUTHORITY**

**Minutes of the Meeting of the Board of Trustees**

Friday, December 12, 2023

R.O. Laird Board Room

510 South Rockford Avenue, Tulsa, Oklahoma

**CALL TO ORDER/ROLL CALL**

<b>Trustee</b>	<b>In-Person</b>	<b>Absent</b>
Adam Doverspike, Chair	✓	
James Wagner, Vice Chair	✓	
Emily Hall	✓	
Tina Peña	✓	
Emeka Nnaka		✓
Phyllis Joseph	✓	
Jim East	✓	
<b>Totals</b>	<b>6</b>	<b>1</b>

\*Emeka Nnaka joined late.

**OTHERS PRESENT:**

Lori Soderstrom, Secretary to the Board of Trustees; Jean Ann Hudson, City-Appointed Attorney.

**IN ATTENDANCE:** Scott Marr, General Manager; Rebecca Walner, MTTA CFO.

In accordance with the Oklahoma Open Meetings Act, the meeting was preceded by advance notice of the date, time, and place filed with the Municipal City Clerk’s office on November 16, 2023. An announcement was also given at least twenty-four (24) hours in advance by posting notice of the date, time and place and agenda of the meeting on January 10, 2024, @ 12:13 pm, at the Municipal City Clerk’s office and at Tulsa Transit Administrative offices on January 10, 2024.

**I. CALL TO ORDER**

**Adam Doverspike** called the meeting to order at 12:05 pm.

**II. INTRODUCTIONS**

Scott introduced Rebecca and Lori.

**IV. PUBLIC COMMENTS**

None

**Adam Doverspike** jumped to C.1. General Manager Employment Agreement on the agenda.

**C. Executive Committee**

1. General Manager Employment Agreement

**Jim East** and **James Wagner** moved to enter in executive session.

Yeas 6 Nays 0 Abstained 0 Absent 1 -- Motion Carried.

**Jim East** and **Phyllis Joseph** moved to exit executive session.

Yeas 6      Nays 0      Abstained 0      Absent 1      --      Motion Carried.

Item will be on next agenda.

**Adam Doverspike** jumped to 5.A.1.

**V. BUSINESS and REPORTS**

**A. Finance/Budget**

1. General Manager Expenses

Rebecca present General Managers expenses in the amount of \$1,526.85 with \$455.68 being reimbursed by RideCo.

**Jim East** and **Emily Hall** moved to approve General Managers expenses in the amount of \$1,526.85.

Yeas 6      Nays 0      Abstained 0      Absent 1      --      Motion Carried.

**Adam Doverspike** jumped to III. Approval of the minutes.

**III. APPROVAL OF THE December 5, 2023, MEETING MINUTES**

**Jim East** and **James Wagner** moved to approve the October 31, 2023, meeting minutes.

Yeas 5      Nays 0      Abstained 1      Absent 1      --      Motion Carried.

**Adam Doverspike** jumped to A.2. MTTA Priorities and Goals

2. MTTA Priorities and Goals

Scott touched on the strategic priorities for FY2025 being the brand strategy, fare revision and improving customer experience. **Jim East** brought up that he would like to see some kind of lights at the bus stops.

3. FY2025 Budget Details

Rebecca presented the FY2025 Budget. Salary and wages are up 11% due to the second year of the CBA contract. Benefits will be up 12% due to being fully staffed, higher City pension and increase in insurance cost. Administrative services (profession & Technical expenses and software) will be up 25%, Materials & Supplies (gas prices, older building, aging fleet) up 4%, Workers Comp. Insurance up 9%, other expenses (planning, marketing, lease, rentals) will increase by 5%. There will be no increase in funding from Federal or State going forward. City of Tulsa general fund 7% increase and vision funding 11% based off allowance. Outline Cities will have a 10% increase in their service.

**B. Operating/Marketing Committee –**

**1. Re-Branding**

Scott informed the Board that the mayor would like all the authorities to have Tulsa in their name.

**Emily Hall** and **James Wagner** moved to rescind the action that authorized the General Manager to re-brand Tulsa Transit’s name and logo to MetroLink.

Yeas 5 Nays 1 Abstained 0 Absent 1 -- Motion Carried.

**Emily Hall** and **Phyllis Joseph** moved to authorize the General Manager to implement the re-branding of Tulsa Transit’s name and logo to MetroLink Tulsa or a comparable name.

Yeas 5 Nays 1 Abstained 0 Absent 1 -- Motion Carried.

**VI. TRUSTEES AND GENERAL MANAGER COMMENTS**

Scott informed the Board because of upcoming weather MTTA will have no service on Sunday, DAS will be a warming station, and have free fare on Monday and Tuesday. Reminder that the SWTA conference will be February 4<sup>th</sup>-7<sup>th</sup>.

**VII. NEW BUSINESS**

Pursuant to the Oklahoma Open Meetings Act, new business is any matter not known about or which could not have been reasonably foreseen prior to the time of posting the agenda. Title 25 O.S. sec. 311(A)(9).

**VIII. ADJOURN**

**Adam Doverspike** adjourned meeting at 1:41 pm.

Sincerely,

Lori Soderstrom  
Secretary to the Board of Trustees



# Fixed Route

**Passengers per Rev. hour:**  
11.9

\*APC Ridership

## Highest FX Ridership:

110: 12,690 – 12.5 Pass/Rev. Hr.  
130: 11,982 – 15.8 prh  
201: 9,230 – 15.6 prh  
117: 9,182 – 15.9 prh  
140: 8,573 – 11.5 prh

\*APC Ridership

**Avg Weekday Ridership:**  
6,667

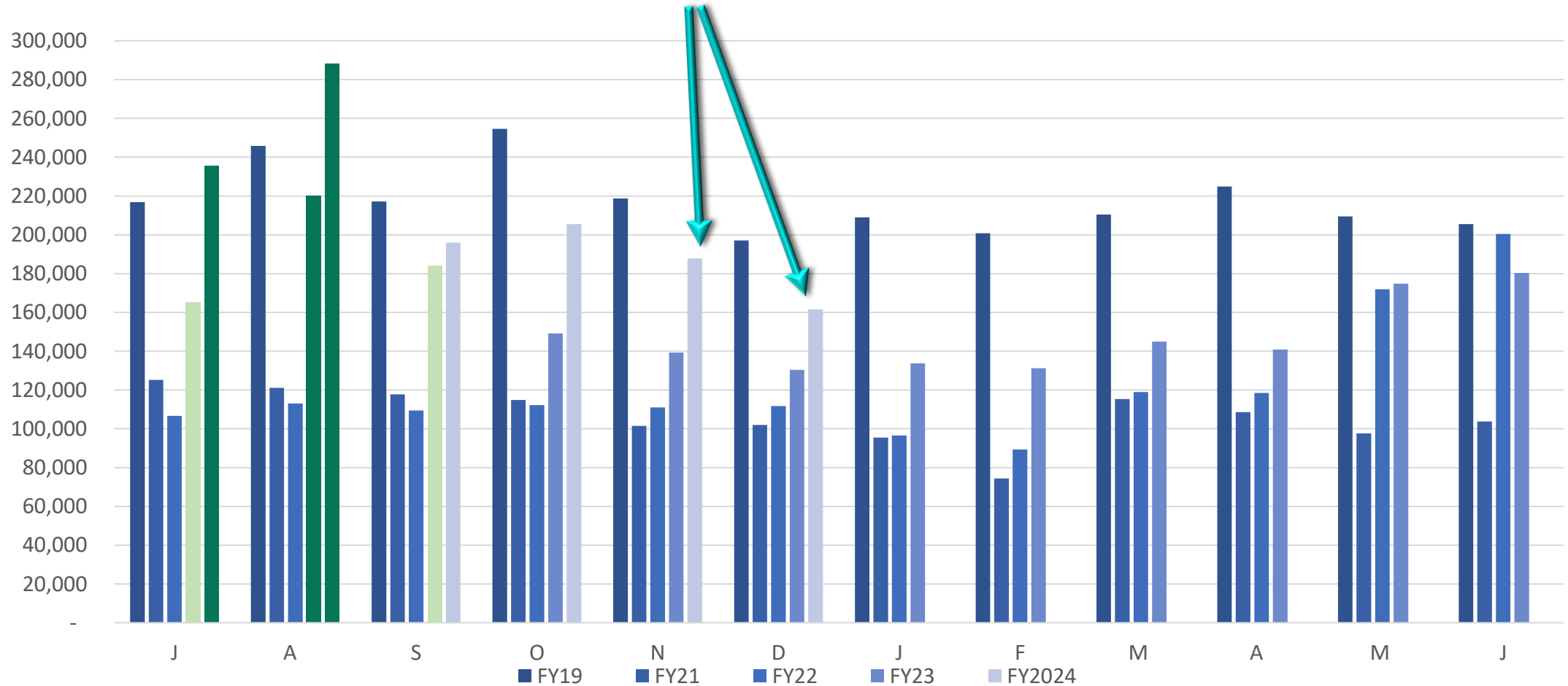
**Avg Saturday Ridership:**  
4803

**Avg Sunday Ridership:**  
837

\*NOTE: Ridership #s are underreported for November/December due to  
(1) Avail Issues and (2) Saturday Challenges

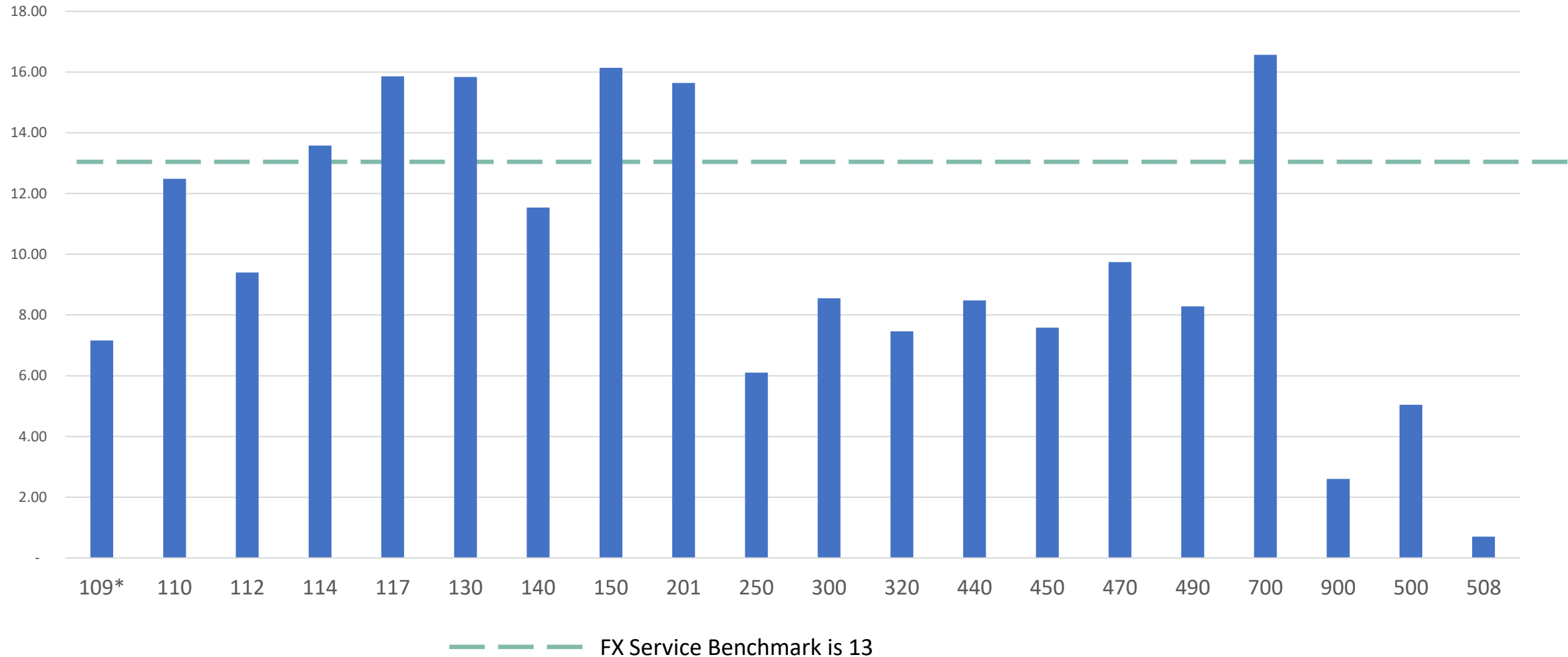
# Fixed Route Ridership

Ridership of 188K (November) & 162K (December) exceeded FY23 by 49K and 32K



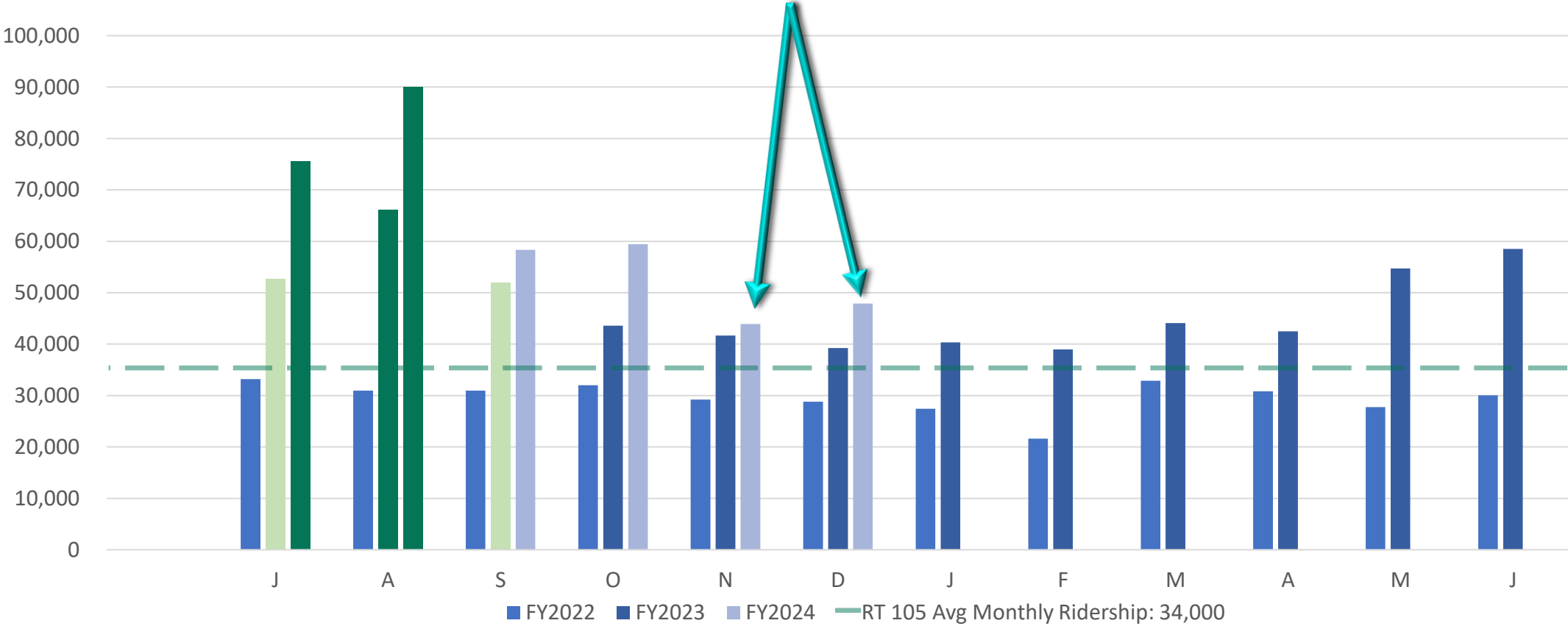
NOTES: (1) FY20 Removed (2) Green = Free Fare Full Month (3) Light Green = Free Fare 1/2 Month

# Passengers per Revenue Hour by Route



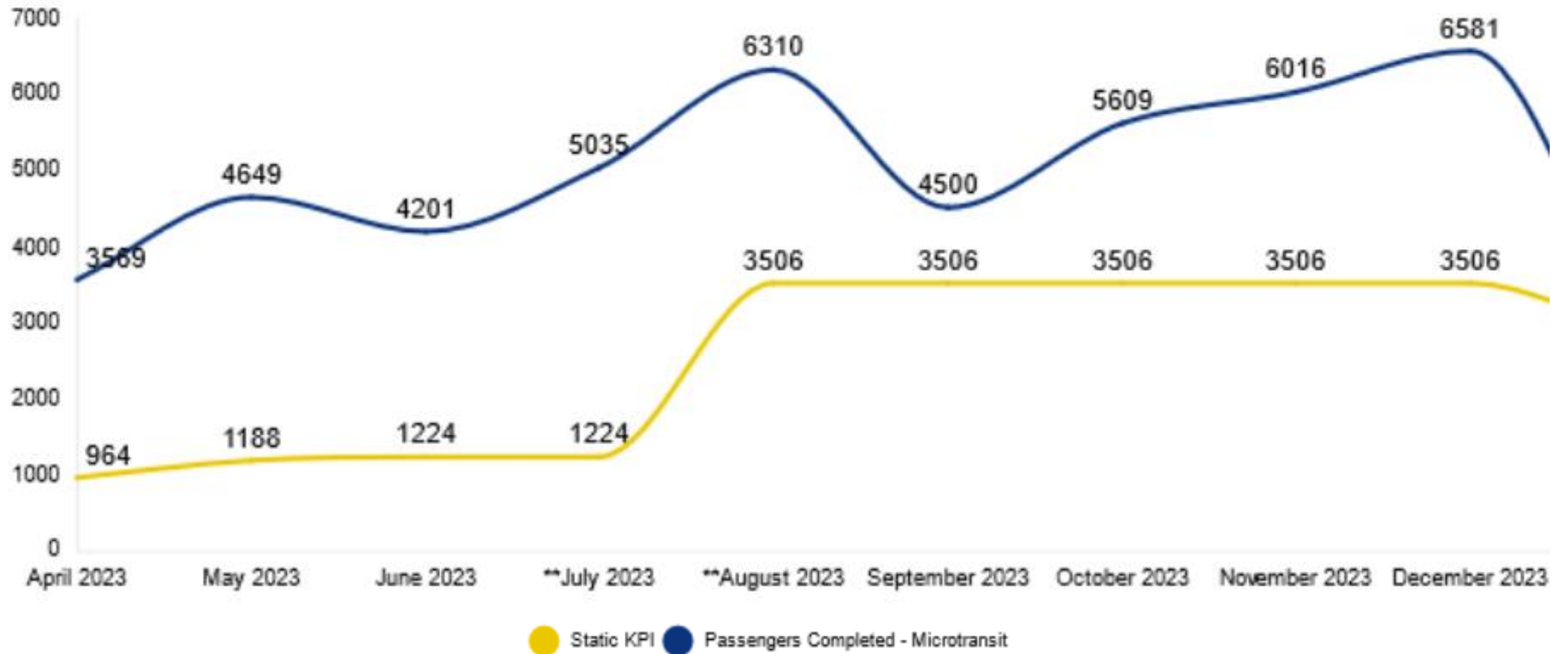
# BRT Ridership

BRT ridership of 47K (December) is 9K more than FY23 Ridership & 13K more than Route 105 Avg. November ridership of 44K was 2K more than FY23 but BRT had numerous buses not reporting. BRT passenger per revenue hour is riders 16.6 per hour



**NOTES:** (1) FY20 Removed (2) Green = Free Fare Full Month (3) Light Green = Free Fare 1/2 Month

# Microtransit – Monthly Ridership



# Microtransit

## Monthly Ridership:

6581 (Dec.)

6016 (Nov.)

## Passengers per Rev Hour:

2.4

## Avg Weekly Ridership:

774

## Booking:

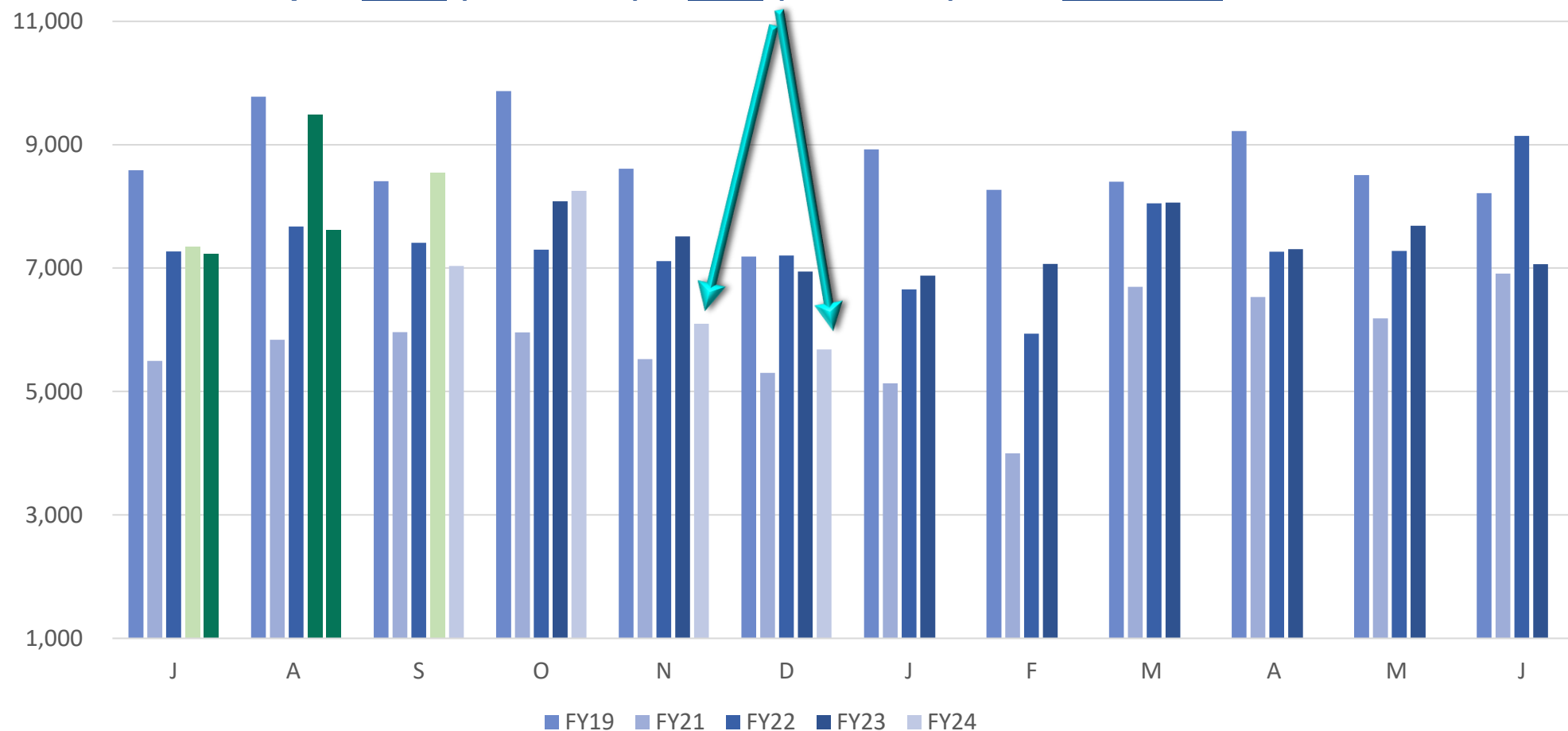
56% via Call Center

30% via App

14% GoPass

# Lift Ridership

Ridership of 6,099 (November) & 5682 (December) was ~1,300 less than FY23



NOTES: (1) FY20 Removed, (2) Green = Free Fare Full Month (3) Light Green = Free Fare 1/2 Month

# Lift Ridership

Daily Average:  
244 trips (Nov.)  
227 trips (Dec.)

FY24 Ridership  
was less than  
FY23



**FY2025**

**Board of Trustees  
Metropolitan Tulsa Transit Authority**

# **FY2025 BUDGET**



*JANUARY 12, 2024*

*DRAFT*

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## FY2025 BUDGET

This presents a proposed Metropolitan Tulsa Transit Authority's (MTTA's) FY2025 budget with financial projections through FY2030. Included is a discussion of agency goals and objectives as well as information regarding budget assumptions. Staff seeks approval of the budget from the Board of Trustees.

The FY2025 budget is sound but a challenging financial future for MTTA is looming. The FY2025 Budget anticipates undertaking initiatives to better position the agency for future expansion and technological advancements.

### MTTA Priorities and Goals

The FY2025 Budget is grounded with the following MTTA's priorities and goals.

#### Mission

*Tulsa Transit connects people to progress and prosperity.*

#### Vision

*The region depends on MTTA to provide transportation solutions that connect to life's destinations with innovation, teamwork, and stewardship.*

#### Strategic Priority Areas

1. **Brand Repositioning Strategy**
2. **Fare Revision**
3. **Improving Customer Experience**

### Budget Initiatives

While the FY2025 Budget is financially sound, it also recognizes the tremendous financial challenges facing MTTA in FY2028 and beyond. The overarching goal of the FY2025 is to take steps today that will mitigate those future challenges. These steps are reflected below:

#### Brand Repositioning Strategy

- Rebrand buses over a 12-month period
- Bus Stops
- Employee Uniforms

### Fare Revision

- Increase fixed route and microtransit by .25 and paratransit by .50
- Tap Cards
- Fare Capping

### Improving customer experience

- Continue to improve frequency on fixed routes
- Investment in marketing and promotion of all MTTA services.

## **FY2025 Budget Details**

As in prior years, staff builds the agency from the “ground up” following this basic process:

1. Quantify the services MTTA intends to operate during the year.
2. Translate the “service plan” into staffing requirements.
3. Determines goods and services needed to support the plan including, but not limited to, fuel and vehicle maintenance parts.
4. Research trend in costs such as forecast of fuel prices in the coming year.
5. Work with department heads on establishing needs.
6. Informally present to the City of Tulsa/Board Finance Committee
7. Present draft to Board.
8. Finalize for Board action.

### General Fund and Vision Tulsa Fund Allocations

Vision Tulsa, passed in 2016, provides capital and operational funding for Sunday service (began in July 2017), the Peoria Aero Bus Rapid Transit (BRT) began November 2019, and a downtown/midtown circulator. The fund also provides investments in a second BRT in the US Route 66 Corridor and a downtown transit hub. According to the Vision Tulsa ordinance, the funding is to only support these designated projects.

In addition to Vision Tulsa, about 31% of MTTA’s operation is partly supported by “General Fund” allocations from the City of Tulsa. This funding source can be used for regular operations as well as services associated with Vision Tulsa.

The FY2025 budget allocates costs for Vision and General Fund related services. About 19% of the overall FY2025 budget is being supported by Vision Tulsa funds.

FY2025 Budget Assumptions due, starting on page 10, summarizes the FY2025 proposed budget. The table shows:

- FY2025 budget with General Fund and Vision Tulsa funds allocations

- FY2024 projected revenues and expenses
- FY2024 Budget
- FY2023 Actual

### Referencing

Table 2, below highlights variances of the FY2025 Budget with the FY2024 projected finances.

### *Operating Revenue*

The Table 2 shows an increase in FY2025 versus FY2024 (projection) of 2.79M (10%) due to increase in repairs parts, aging facility, technology cost increase, new CBA agreement with Union and increase in wages. As of date, we are in a driver shortage and therefore had to bring sing-on bonuses and other bonuses to help increase driver retention. With new services, MicroTransit (MicroLink) and changes of services MTTA has significantly increased the marketing budgeted with the expectation of increased rider knowledge of services.

### *Operating Expenses*

In general, operating expenses for FY2025 will be higher than what is projected for FY2024.

- Salaries and Wages show a nearly 11% (\$1.4M) increase wages of the new CBA contract as well as overall salary increases.
- 
- Benefits *increased* by about 12% (\$768 thousand) due to increase in wages, overflow effect to taxes, pension, sick, holiday, and vacation as well as insurance.
- Administrative Services includes various professional fees for legal, audit, information technology related items as well as commissions for selling advertising on MTTA buses and shelters. These services are budgeted to *increase* by about 25% due to increase in advertising, legal rates, audit rate, and services agreements for cleaning increased.
- Materials and Supplies include fuel, goods and services needed to maintain and operate the vehicle fleet. These are expected to increase 4% , about 210,000, due to resumption of normal operations, rising fuel cost, with the newer buses set to come in this year we will no longer have diesels buses in our fleet.
- Insurance is expected to *increase* by almost \$158K or 9% due in part to increase in our workers compensation insurance and rising over all insurance premiums as a result of the insurance industries.
- Utilities are expected to stay stagnant as our IT department has worked diligently on removing services that were not being used, switching phone services, and new contracts. However, the rising cost in electric, heat and other utilities has eliminated all savings.

- Other Expenses which mainly include planning, marketing, and advertising expenses are budgeted to increase by just over 5% or 56,000 because investment in service development planning, marketing, and staff training and morale. Some highlights include:
  - Planning
    - Study & Planning Software \$250,000
  - Marketing
    - Fare Partnership \$95,000
    - Rebranding \$95,000
    - New and existing service promotion \$150,000
  - Staff development and morale
    - Training (accounting, software, regulations) \$202,959
    - Morale building (incentives and recognitions)\$100,000

### *Intergovernmental Funding*

- Federal shows over a 15% increase in formula.
- State of Oklahoma shows a zero-change in funding for FY2025 from FY2022. However, in FY2023 the State did increase the amount after the budget was created but informed at this time it was a 1 time increase so we are unable to budget for this in FY25. MTTA staff in coordination with the Oklahoma Transit Association (OTA), will continue to be actively involved in efforts to increase state funding. MTTA will be seeking funding in again FY2025.
- Local- 7% increase is being requested from the City of Tulsa General Funds. Vision Tulsa funding is increasing by just over 12% because of the resumption of normal operations. City Contracts (for Jenks, Broken Arrow and Sand Springs) show two years of inflationary increases. MTTA is expecting to raise contract prices of an average of 10% for FY2025 to match overall expenses for the services.

## FY2025 to FY2030 Projections

**Error! Reference source not found.** On Table 3 shows budgetary projections through FY2030. The projections have these basic assumptions:

- Operating revenue will begin to increase beginning in FY2023 with a minimum 2% annual increase thereafter to show a slow return to pre-pandemic service level and reflect the Aero and micro transit expansion.
- Operating expenses increase by about 2% annually.
- Intergovernmental Funding
  - Formula Federal shows underlying no increase until FY2024 when MTTA should receive credit for operating more service with the Aero. The formula allocations return to normal in FY2026 and beyond.
  - CMAQ shows zero funding starting in FY2025 since those funds are discretionary from the Oklahoma Department of Transportation (ODOT) via the Indian Nations Council of Governments (INCOG). MTTA will pursue those funds but they are not reflected in the projections since their receipt is uncertain.
  - State of Oklahoma funding shows no increase.
  - City of Tulsa (General Fund) anticipates a 2% annual increase starting in FY2024 and every year thereafter, is shown in the current budget.
  - Vision Tulsa (City of Tulsa) -In 2018, the City expected no growth in Vision Tulsa receipts over 15 years. No change in that forecast is anticipated in these projections.

The General Fund services show increasing deficits starting in FY2030, 3.6M by FY2030. Other than the US66 Aero line, no other new Vision services are anticipated. As indicated previously, MTTA is pursuing an increase in State of Oklahoma funding and, if successful, can help address the General Fund deficits. If additional State funding does not materialize, then service reductions and fare increases may be needed.



Tables Referenced Above:

**Table 2: Personnel Count—FY2022 to FY2025**

Functional Area	FY2025		FY2024		FY2023		YE Difference
	FTE*	Headcount	FTE*	Headcount	FTE*	Headcount	
Trans Admin	17.0	17.0	18.0	18.0	6.7	9.0	(1.0)
Security	8.0	8.0	8.0	8.0	6.5	7.0	-
Safety and Traini	5.0	5.0	4.0	4.0	2.0	3.0	1.0
Operations	162.0	163.0	162.0	163.0	101.0	122.0	-
Maintenance	30.0	30.0	30.0	30.0	27.0	28.0	-
Maintenance Adr	7.0	7.0	7.0	7.0	6.0	6.0	-
Admin	6.0	6.0	5.0	5.0	5.0	5.0	1.0
Finance	8.0	8.0	9.0	9.0	5.8	6.0	(1.0)
Human Resource	6.0	6.0	5.0	5.0	4.0	4.0	1.0
IT	4.0	4.0	4.0	4.0	4.0	4.0	-
Customer Service	11.0	12.0	11.0	12.0	15.5	17.0	-
<b>Totals</b>	<b>264.0</b>	<b>266.0</b>	<b>263.0</b>	<b>265.0</b>	<b>183.4</b>	<b>211.0</b>	<b>1.0</b>

\*Based on number of people working the equivalent of full time for a year

\*\*Includes positions added after the budget as well as vacancies

Table 2: FY2025 Operating Budget Summary

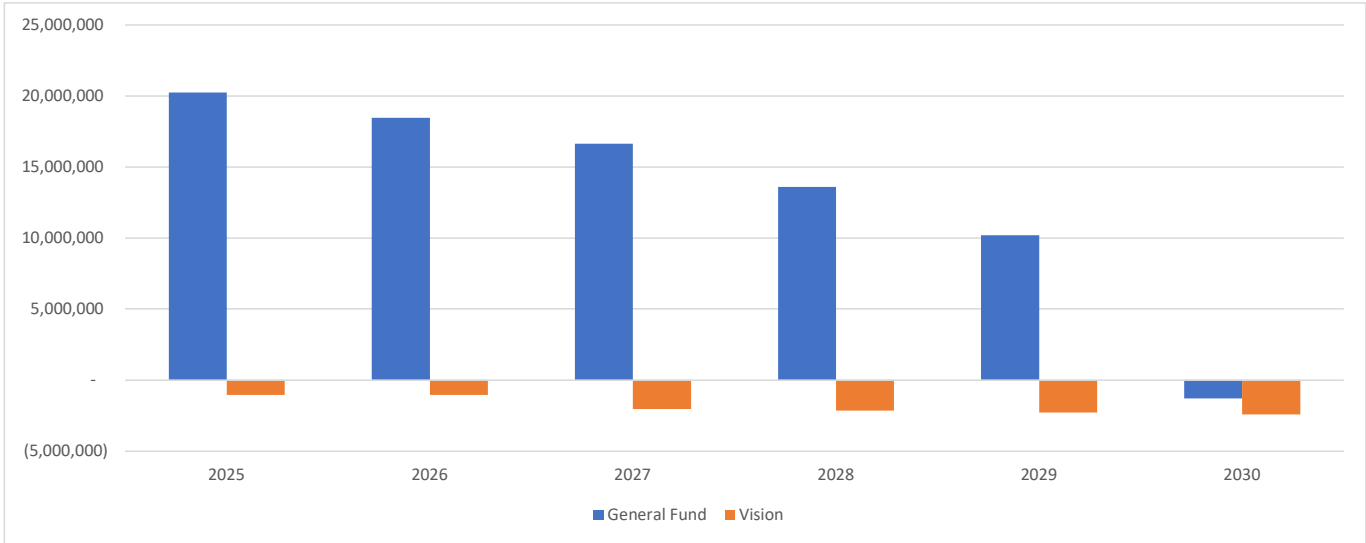
Metropolitan Tulsa Transit Authority  
FY2025 Operating Budget Summary

	FY2025 Budget (Proposed)			FY2024 Projection	FY2024 Budget (adopted June 2023)
	General Fund	Vision Tulsa	Totals		
<b>Operating Revenue</b>					
<u>Passenger Fares</u>					
Fixed Route	\$ 1,447,895	\$ 143,198	\$ 1,591,093	\$ 1,223,918	\$ 1,252,765
Nightline	30,528	-	30,528	23,482	22,590
Sunday	-	15,290	15,290	11,762	15,490
Lift--ADA	284,430	48,790	333,220	333,220	263,760
<b>Total Passenger Fares</b>	<b>\$ 1,762,853</b>	<b>\$ 207,279</b>	<b>\$ 1,970,132</b>	<b>\$ 1,592,382</b>	<b>\$ 1,554,605</b>
Advertising, Investments, and other revenue	\$ 979,362	\$ 107,038	\$ 1,086,400	\$ 809,549	\$ 965,874
<b>Total Operating Revenue</b>	<b>\$ 2,742,215</b>	<b>\$ 314,317</b>	<b>\$ 3,056,532</b>	<b>\$ 2,401,931</b>	<b>\$ 2,520,479</b>
<b>Operating Expenses</b>					
<u>Salaries, Wages, Benefits, &amp; Taxes</u>					
Salaries and Wages					
Operations	\$ 6,949,611	\$ 2,441,755	\$ 9,391,367	\$ 8,889,899	\$ 8,505,466
Vehicle and Facility Maintenance	1,622,115	569,932	2,192,047	1,900,507	1,723,314
General Office	1,243,668	436,964	1,680,632	1,068,062	1,424,448
<b>Total Salaries and Wages</b>	<b>\$ 9,815,394</b>	<b>\$ 3,448,652</b>	<b>\$ 13,264,046</b>	<b>\$ 11,858,469</b>	<b>\$ 11,653,228</b>
Benefits and Taxes	4,783,900	1,680,830	6,464,730	5,695,753	5,712,326
<b>Total Salaries, Wages, Benefits, &amp; Taxes</b>	<b>\$ 14,599,294</b>	<b>\$ 5,129,482</b>	<b>\$ 19,728,776</b>	<b>\$ 17,554,221</b>	<b>\$ 17,365,554</b>
<u>Administrative Services</u>	\$ 1,041,817	\$ 103,037	\$ 1,144,854	\$ 883,753	\$ 1,038,424
<u>Materials and Supplies</u>					
Fuel	\$ 1,104,470	\$ 165,036	\$ 1,269,506	\$ 1,059,506	\$ 1,858,324
Vehicle Materials & Supplies					
Oil & Lubricants	174,453	26,068	200,521	200,521	958,115
Tires & Tubes, Service & Shop Equip, Other Shop, Servicing Supplies	310,777	46,438	357,215	357,215	92,909
Facility & Bus Repairs & Maintenance	2,700,533	403,528	3,104,061	3,104,061	2,251,389
Other	48,714	7,279	55,993	55,993	37,493
<b>Total Materials and Supplies</b>	<b>\$ 4,338,948</b>	<b>\$ 648,349</b>	<b>\$ 4,987,296</b>	<b>\$ 4,777,296</b>	<b>\$ 5,198,230</b>
<u>Insurance</u>	\$ 696,960	\$ 100,640	\$ 797,600	\$ 728,503	\$ 958,829
<u>Utilities</u>	\$ 581,605	\$ 83,983	\$ 665,588	\$ 646,474	\$ 795,027
<u>Other Expenses</u>	\$ 973,353	\$ 140,551	\$ 1,113,904	\$ 1,057,690	\$ 1,874,784
<b>Total Operating Expenses</b>	<b>\$ 22,231,977</b>	<b>\$ 6,206,042</b>	<b>\$ 28,438,019</b>	<b>\$ 25,647,937</b>	<b>\$ 27,230,848</b>

Table 3: FY2025-2030 Projections

FY2025-FY2030 Operating Budget Projections

Item	FY2025 Budget (proposed)	Projection					
		FY2026	FY2027	FY2028	FY2029	FY2030	
<b>Operating Revenue</b>							
General Fund	\$ 2,742,215	\$ 2,851,904	\$ 2,908,942	\$ 2,967,121	\$ 3,026,463	\$ 3,086,992	
Vision Tulsa	314,317	326,890	333,427	340,096	346,898	353,836	
<b>Total Operating Revenue</b>	<b>\$ 3,056,532</b>	<b>\$ 3,178,793</b>	<b>\$ 3,242,369</b>	<b>\$ 3,307,217</b>	<b>\$ 3,373,361</b>	<b>\$ 3,440,828</b>	
<b>Operating Expenses</b>							
General Fund	\$ 22,231,977	\$ 22,676,617	\$ 23,130,149	\$ 23,592,752	\$ 24,064,607	\$ 24,545,899	
Vision Tulsa	6,206,042	6,330,163	6,456,766	6,585,901	6,717,619	6,851,972	
<b>Total Operating Expenses</b>	<b>\$ 28,438,019</b>	<b>\$ 29,006,779</b>	<b>\$ 29,586,915</b>	<b>\$ 30,178,653</b>	<b>\$ 30,782,226</b>	<b>\$ 31,397,871</b>	
<b>Net Operating Loss</b>	<b>\$ (25,381,487)</b>	<b>\$ (25,827,986)</b>	<b>\$ (26,344,546)</b>	<b>\$ (26,871,437)</b>	<b>\$ (27,408,865)</b>	<b>\$ (27,957,043)</b>	
<b>Intergovernmental Revenue</b>							
General Fund	Federal (formula)-Fy24	\$ 9,143,638	\$ 9,228,039	\$ 9,412,599	\$ 9,412,599	\$ 9,412,599	\$ 9,600,851
	FFY22 Apport.	\$ 8,964,351					
	FFY23 Apport.	\$ 9,136,672					
	State of Oklahoma	1,150,000	1,150,000	1,150,000	1,150,000	1,150,000	1,150,000
	Suburban City Contracts	527,000	537,540	548,291	559,257	570,442	581,851
	City of Tulsa	8,010,227	8,170,432	8,333,840	8,500,517	8,670,527	8,843,938
	Prior year carry forward	2,800,000	19,204,188	17,413,075	14,600,260	11,438,196	-
	<b>Total General Fund</b>	<b>\$ 39,731,888</b>	<b>\$ 38,290,198</b>	<b>\$ 36,857,805</b>	<b>\$ 34,222,633</b>	<b>\$ 31,241,764</b>	<b>\$ 20,176,640</b>
Vision Tulsa	City of Tulsa (VT)	\$ 4,853,787	\$ 4,950,863	\$ 4,087,000	\$ 4,087,000	\$ 4,087,000	\$ 4,087,000
	Prior year carry forward	-	-	-	-	-	-
	<b>Total Vision Tulsa</b>	<b>\$ 4,853,787</b>	<b>\$ 4,950,863</b>	<b>\$ 4,087,000</b>	<b>\$ 4,087,000</b>	<b>\$ 4,087,000</b>	<b>\$ 4,087,000</b>
<b>Total Intergovernmental Revenue</b>	<b>\$ 44,585,675</b>	<b>\$ 43,241,061</b>	<b>\$ 40,944,805</b>	<b>\$ 38,309,633</b>	<b>\$ 35,328,764</b>	<b>\$ 24,263,640</b>	
<b>Surplus (Deficit)</b>							
General Fund	\$ 20,242,126	\$ 18,465,485	\$ 16,636,598	\$ 13,597,001	\$ 10,203,620	\$ (1,282,267)	
Vision Tulsa	\$ (1,037,938)	\$ (1,052,410)	\$ (2,036,339)	\$ (2,158,805)	\$ (2,283,722)	\$ (2,411,136)	
<b>Total Surplus (Deficit)</b>	<b>19,204,188</b>	<b>17,413,075</b>	<b>14,600,260</b>	<b>11,438,196</b>	<b>7,919,899</b>	<b>(3,693,403)</b>	



**METROPOLITAN TULSA TRANSIT AUTHORITY**  
**BOARD MEETING**  
**January 23<sup>th</sup> 2023**  
**Finance/Audit Committee**

To: Board of Trustees  
From: Rebecca Walner, Chief Financial Officer  
Subject: FY24 Financial Statement Summary through Dec 31, 2023

**Recommendation:**

Review and approve the FY24 December Financial Statement Summary.

**Analysis:**

December operating expenses of \$2.1M were \$130K or 4.65% less projections based on the FY2024 budget.

YTD we have a zero surplus with total expenses of 12.6M which are 932K or 6.85% less than projected. Revenues from Operations are up 16% due to the sponsored rides in July and August and maintaining ridership. The FY24 underspending of \$932K is reflected in the following areas Fuel \$326K, Repair Parts \$157K, Planning-\$250K. Below is a summary of our YTD FY24 operating results before audit:

Summary of Year to Date Expenses  
As of December 31<sup>th</sup>, 2023  
Chart is in 1000's

Item	Actual	Budget	Variance	Prior Year	Variance
Revenue for Ops	1,235.75	1,260.24	-2%	1,269.11	-2.63%
Grant Revenues	11,447.10	12,355.19	-7%	11,293.56	1.36%
<b>Total Operating Revenues</b>	<b>12,682.85</b>	<b>13,615.43</b>	<b>-7%</b>	<b>12,562.67</b>	<b>0.96%</b>

**Operating Expense**

Payroll & Fringe	8,786.33	8,682.78	1%	6,948.70	26.45%
Transportation Services	-	-	0%	1,706.99	-100.00%
Administrative Services	437.49	519.21	-16%	548.53	-80.60%
Materials & Supplies	2,253.59	2,599.12	-13%	2,062.23	9.28%
Utilities	329.03	397.51	-17%	283.95	15.87%
Insurance	365.93	479.42	-24%	246.68	48.34%
Marketing & Planning	510.47	937.39	-46%	765.58	-33.32%
<b>Total Expenses</b>	<b>12,682.85</b>	<b>13,615.43</b>	<b>-7%</b>	<b>12,562.67</b>	<b>0.96%</b>



**FY24 Executive Summary**  
For the Six Months Ending Dec 31, 2023

Summary of Activities*	Actual	Budget	Var%
Revenues From Operations \$	1,236	\$ 1,260	-2%
Grant Revenues	11,447	12,355	-7%
<b>Total Operating Revenues</b>	<b>12,683</b>	<b>13,615</b>	<b>-7%</b>
Total Expenses	(12,683)	(13,615)	-7%
<b>Surplus (Deficit) \$</b>	<b>(0)</b>	<b>(0)</b>	<b>0%</b>

Operating Revenues*	Actual	Budget	Var%
City of Tulsa \$	6,214	\$ 5,862	6%
Federal Grants	4,098	5,676	-28%
State Grants	833	575	45%
Other Grants	303	242	25%
Fare Revenues	824	777	6%
Advertising Revenues	336	390	-14%
Other Revenues	75	93	-19%
<b>Total Operating Revenues \$</b>	<b>12,683</b>	<b>\$ 13,615</b>	<b>-7%</b>

Operating Expenses*	Actual	Budget	Var%
Payroll & Fringe \$	8,786	\$ 8,683	1%
Transportation Services	-	-	0%
Administrative Services	437	519	-16%
Materials & Supplies	2,254	2,599	-13%
Utilities	329	398	-17%
Insurance	366	479	-24%
Marketing & Planning	510	937	-46%
<b>Total Expenses \$</b>	<b>12,683</b>	<b>\$ 13,615</b>	<b>-7%</b>

**Goal 1. Operate a Safe Transit System**

Accidents (Per 100K miles)	FY24	FY23	Change	Target
Fixed Route	1.89	2.38	-21%	1.80
Lift Program	6.35	5.42	17%	10.00

**Goal 2. Meet and Exceed Customer Expectations**

Complaints	FY24	FY23	Change	Target
Fixed Route	8.92	3.60	177%	4.35
Lift Program	128.48	43.20	-1%	23.00

**Goal 3. Maintain a Quality Workforce**

Absences (Per weekday)	FY24	FY23	Change	Target
Operators	9	8	16%	12
Lift Program	0	1	-28%	0.5

**Goal 4. Operate an Effective Transit System**

Passengers Per Hour	FY24	FY23	Change	Target
Fixed Route	12.63	13.00	-3%	14.00
Lift Program	1.59	2.04	-22%	2.00

**Goal 5. Operate an Efficient Transit System**

Cost Per Trip	FY24	FY23	Change	Target
Fixed Route \$	10.08	\$ 11.98	-34%	\$ 6.16
Lift Program \$	89.93	\$ 69.86	-12%	\$ 50.91

Tulsa Transit connects people to progress and prosperity.

(933)

Fixed Route and Nightline Preventable Accidents - FY24								
	\$0 to \$500	\$500 to \$1,000	\$1,000 to \$2,500	\$2,500 to \$5,000	\$5,000 to \$10,000	\$10,000 to \$20,000	Over \$20,000	Total
<b>MONTH</b>								
July	6							6
August	2							2
September			3	1				4
October	6							6
November	3							3
December	2					1		3
January								0
February								0
March								0
April								0
May								0
June								0
<b>TOTAL</b>	<b>19</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>24</b>
<b>Percent of Total</b>	<b>79%</b>	<b>0%</b>	<b>13%</b>	<b>4%</b>	<b>0%</b>	<b>4%</b>	<b>0%</b>	<b>100%</b>

Fixed Route and Nightline Preventable Accidents - FY23								
	\$0 to \$500	\$500 to \$1,000	\$1,000 to \$2,500	\$2,500 to \$5,000	\$5,000 to \$10,000	\$10,000 to \$20,000	Over \$20,000	Total
<b>MONTH</b>								
July	1		1					2
August	2		1					3
September	1		1					2
October	3	1						4
November								0
December	5	1					1	7
January	8	2		1	1			12
February	3			1				4
March	3	1	7	1			1	13
April	8	1		1				10
May	3		1					4
June	1			1				2
<b>TOTAL</b>	<b>38</b>	<b>6</b>	<b>11</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>63</b>
<b>Percent of Total</b>	<b>60%</b>	<b>10%</b>	<b>17%</b>	<b>8%</b>	<b>2%</b>	<b>0%</b>	<b>3%</b>	<b>100%</b>



Lift Preventable Accidents - FY24								
	\$0 to \$500	\$500 to \$1,000	\$1,000 to \$2,500	\$2,500 to \$5,000	\$5,000 to \$10,000	\$10,000 to \$20,000	Over \$20,000	Total
<i>Month</i>								
July	3							3
August	4							4
September	0							0
October	3							3
November	2		1					3
December	4							4
January								0
February								0
March								0
April								0
May								0
June								0
<b>Total</b>	<b>16</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>17</b>
<b>Percent of Total</b>	<b>94%</b>	<b>0%</b>	<b>6%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>

Lift Preventable Accidents - FY22								
	\$0 to \$500	\$500 to \$1,000	\$1,000 to \$2,500	\$2,500 to \$5,000	\$5,000 to \$10,000	\$10,000 to \$20,000	Over \$20,000	Total
<i>Month</i>								
July	1		1					2
August	6			1				7
September	5	1		1	1			8
October	3							3
November								0
December	3		1					4
January	1							1
February	5							5
March	3			1				4
April			3					3
May	3	1						4
June	2				1			3
<b>Total</b>	<b>32</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>44</b>
<b>Percent of Total</b>	<b>73%</b>	<b>5%</b>	<b>11%</b>	<b>7%</b>	<b>5%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>

**SUMMARY OF OPERATING BUDGET VARIANCE ANALYSIS**

				Projected expenses within +/- \$1,000 and +/- 5% YTD variance are considered consistent with projections.
	YTD	YTD	YTD	
Operating Revenues	\$	Var\$	Var%	Details
Fixed Route Revenues	688,631.00	43,209.00	7%	Fixed Route Ridership (including Micro Transit) is 7% above projected revenue. This is in due to increased ridership.
Advertising Revenue	336,320.00	(53,680.00)	-14%	Advertising revenue for the month of Dec is lower, we are reviewing with our 3rd party contractor to see how we can generate more ad space.
Lift Program Revenues	135,711.00	3,831.00	3%	As we continue to work with RideCo (our software company) we are hopeful that ridership will begin to increase as well.
Expenses	YTD		YTD	
	\$		Var%	Details
Payroll and Fringe	8,786,329.00	103,551.00	1%	Payroll and fringe is on target fo the year.
Transportation Services	-	-	0%	This has been removed in FY24, keeping on list for FY24 to be removed in FY25 as we watch budget to actuals in totals.
Advertising Commissions	118,895.00	(39,105.00)	-25%	As we dropped in advertising revenue, commissions dropped as well.
Legal	35,751.00	(20,879.00)	-37%	Legal expenses are currently lower than budgeted as we have wrapped up union negotiations and fewer pending issues.
Audit Fees	21,700.00	-	0%	Audit fees are on target for FY24.
Bldg. & Facility Services	72,895.00	(28,694.00)	-28%	Building and Facility Services are currently under budgeted as we have not ramped up any new projects.
Professional and Technical	176,318.00	23,599.00	15%	Due to increase in turnover, background checks and drug testing are costing more than expected.
Fuel	467,545.00	(326,518.00)	-44%	Fuel cost is less as the contract value is lower the prior years.
Gasoline	106,585.00	(617.00)	-1%	Gasoline is starting to level out as MicroTransit Vans have started service.
Oil & Lubricants	80,806.00	(3,277.00)	-4%	With the Eletric vehicles in service it has decrease oil and lubricant needs.
Tires & Tubes	98,752.00	14,732.00	18%	Still in tire replacement for many buses and cost is starting to level out.
Facility Repairs	486,488.00	107,098.00	28%	As our building infrastructure beging to deteriorate is it cost more to repair, we had a major sewer problem, coil replament, and electrical issues in maintainance facility.
Service & Shop Equipment	25,085.00	9,437.00	60%	Air Compressor had a few additional parts that added to this cost. October leveled out.
Other Shop & Garage	40,664.00	(5,791.00)	-12%	Due to fewer buses pulling out our expenses have not reached the expected amount.

Repair Parts	946,070.00	(157,933.00)	-14%	We are currently looking into why we are under budget. Some old buses are stationary at this time due to prepping for auction as they were replaced with a few new parts.
Servicing Supplies	19,918.00	(1,774.00)	-8%	Purchasing of supplies has cost us for this quarter. Expected to level out.
Utilities	329,030.00	(68,483.00)	-17%	Communication amounts have significantly decreased by using 3CX phones vs land lines.
Insurance	365,932.00	(113,483.00)	-24%	The amounts for is Workers Comp came in lower than expected, budget revision may need to be done later in FY24.
Planning	152,881.00	(250,877.00)	-62%	Studies have not kicked off yet.
Marketing & Advertising	160,096.00	(12,961.00)	-7%	Marketing and Advertising in on budget for FY24.
General Office Expense	125,570.00	(181,243.00)	164%	Lease and rentals are being evaluated.
	<b>YTD</b>		<b>YTD</b>	
<b>Grant Revenues</b>	<b>\$\$</b>		<b>Var%</b>	<b>Details</b>
Other Operational Assistance	302,623.00	60,197.00	25%	These revenues represent contracts with the City of Broken Arrow, Jenks, and Sand Springs, as well as MMS. Broken Arrow Contract has been reduced due to one express versus two and there was a 5% increase for FY24 for the city contract as well as college contracts.
Oklahoma State Funding	833,057.00	258,057.00	45%	ODOT increased the FY24 amount
FTA Planning	392,542.00	(173,264.00)	-31%	YTD Planning expenses are 31% less than expected due to not doing a study at this time.
FTA Audit/Leases	20,489.00	(69,671.00)	-77%	
FTA ADA Lift	-	-	0%	All Budgeted Revenue was moved to Operations.
FTA - Operations	1,935,034.00	(832,394.00)	-30%	Operations is currently under budget significantly due to the amount reimbused coming in under budget as we have moved the ADA revenue to Operational Revenue as that is majority of the cost.
FTA Preventive Maintenance	1,749,439.00	(503,423.00)	-22%	PM is under budget due to Repair Parts being significantly under budget.

METRO TULSA TRANSIT AUTHORITY  
Income Statement  
For the Six Months Ending Sunday, December 31, 2023

	Actual	Budget	Var %	PY	PY %	Act YTD	Bgt YTD	Var%	PY YTD	PY %
<b>Operating Revenues</b>										
Passenger	\$100,108	\$104,397	(4.11%)	\$93,138	7.48%	\$672,060	\$626,382	7.29%	\$725,526	(7.37%)
Nightline	\$2,382	\$1,883	26.53%	\$1,010	135.92%	\$10,920	\$11,295	(3.32%)	\$19,528	(44.08%)
Sunday Service	\$1,374	\$1,291	6.43%	\$1,793	(23.36%)	\$5,651	\$7,745	(27.04%)	\$12,142	(53.46%)
Advertising	\$45,820	\$65,000	(29.51%)	\$72,905	(37.15%)	\$336,320	\$390,000	(13.76%)	\$322,254	4.36%
Investments	\$10,455	\$11,790	(11.32%)	\$7,166	45.89%	\$61,768	\$70,737	(12.68%)	\$26,889	129.72%
Lift Program - ADA	\$14,540	\$21,980	(33.85%)	\$12,155	19.62%	\$135,711	\$131,880	2.90%	\$143,210	(5.24%)
Other Revenue	\$296	\$3,700	(91.99%)	\$1,723	(82.81%)	\$13,320	\$22,200	(40.00%)	\$19,558	(31.90%)
<b>Total Operating Revenues</b>	<b>\$174,975</b>	<b>\$210,041</b>	<b>(16.69%)</b>	<b>\$189,890</b>	<b>(7.85%)</b>	<b>\$1,235,750</b>	<b>\$1,260,239</b>	<b>(1.94%)</b>	<b>\$1,269,107</b>	<b>(2.63%)</b>
<b>Operating Expenses</b>										
<b>Labor:</b>										
Operators	\$577,187	\$570,032	1.26%	\$365,290	58.01%	\$3,415,631	\$3,420,191	(0.13%)	\$2,463,404	38.65%
Transportation Administration	\$158,823	\$138,757	14.46%	\$88,883	78.69%	\$969,886	\$832,542	16.50%	\$709,784	36.65%
Maintenance	\$121,086	\$110,937	9.15%	\$102,906	17.67%	\$770,815	\$665,619	15.80%	\$661,593	16.51%
Maintenance Administration	\$32,032	\$32,673	(1.96%)	\$23,916	33.93%	\$192,609	\$196,038	(1.75%)	\$158,276	21.69%
Administration & Accounting	\$88,869	\$118,704	(25.13%)	\$63,219	40.57%	\$524,185	\$712,224	(26.40%)	\$449,028	16.74%
<b>Total Labor</b>	<b>\$977,997</b>	<b>\$971,103</b>	<b>0.71%</b>	<b>\$644,214</b>	<b>51.81%</b>	<b>\$5,873,126</b>	<b>\$5,826,614</b>	<b>0.80%</b>	<b>\$4,442,085</b>	<b>32.22%</b>
<b>Fringe Benefits:</b>										
FICA Taxes	\$81,639	\$87,108	(6.28%)	\$53,836	51.64%	\$500,454	\$522,648	(4.25%)	\$385,045	29.97%
Pension Plan Expense	\$125,742	\$105,539	19.14%	\$102,571	22.59%	\$621,832	\$633,234	(1.80%)	\$549,168	13.23%
Health & Dental Insurance	\$131,255	\$122,712	6.96%	\$122,210	7.40%	\$766,592	\$736,274	4.12%	\$698,190	9.80%
Life & Disability Insurance	\$48,519	\$14,375	237.53%	\$6,961	597.04%	\$120,057	\$86,249	39.20%	\$82,537	45.46%
Sick Leave	\$69,154	\$36,555	89.18%	\$25,202	174.40%	\$255,775	\$219,329	16.62%	\$194,307	31.63%
Holiday Pay	\$11,789	\$36,478	(67.68%)	\$39,240	(69.96%)	\$207,403	\$218,866	(5.24%)	\$189,419	9.49%
Vacation Pay	\$44,805	\$43,918	2.02%	\$34,728	29.02%	\$268,161	\$263,508	1.77%	\$254,439	5.39%
Uniform Allowance - Drivers	\$2,096	\$10,417	(79.88%)	\$416	403.95%	\$36,079	\$62,500	(42.27%)	\$50,460	(28.50%)
Clothing/Tool Allowance - Mechanics	\$1,553	\$2,678	(42.03%)	\$2,403	(35.37%)	\$18,885	\$16,070	17.52%	\$9,554	97.67%
Unemployment Compensation	\$2,157	\$2,167	(0.45%)	(\$7,226)	(129.85%)	\$25,329	\$13,000	94.84%	\$3,559	611.72%
Other Fringe Benefits	\$22,625	\$14,081	60.68%	\$12,779	77.05%	\$92,636	\$84,486	9.65%	\$89,941	3.00%
<b>Total Fringe Benefits</b>	<b>\$541,334</b>	<b>\$476,028</b>	<b>13.72%</b>	<b>\$393,120</b>	<b>37.70%</b>	<b>\$2,913,203</b>	<b>\$2,856,164</b>	<b>2.00%</b>	<b>\$2,506,619</b>	<b>16.22%</b>
<b>Total Loaded Payroll</b>	<b>\$1,519,331</b>	<b>\$1,447,131</b>	<b>4.99%</b>	<b>\$1,037,334</b>	<b>46.46%</b>	<b>\$8,786,329</b>	<b>\$8,682,778</b>	<b>1.19%</b>	<b>\$6,948,704</b>	<b>26.45%</b>
<b>Transportation Services:</b>										
Fixed Route	-	-	0.00%	\$67,250	(100.00%)	-	-	0.00%	\$301,480	(100.00%)
Sunday Service	-	-	0.00%	\$28,959	(100.00%)	-	-	0.00%	\$141,356	(100.00%)
Lift Program - ADA	-	-	0.00%	\$252,939	(100.00%)	-	-	0.00%	\$1,264,153	(100.00%)
Circulator Service-Downtown/Midtown	-	-	0.00%	-	0.00%	-	-	0.00%	-	0.00%
Lift Services - Meals On Wheels	-	-	0.00%	-	0.00%	-	-	0.00%	-	0.00%
<b>Total Transportation Services</b>	<b>-</b>	<b>-</b>	<b>0.00%</b>	<b>\$349,148</b>	<b>(100.00%)</b>	<b>-</b>	<b>-</b>	<b>0.00%</b>	<b>\$1,706,989</b>	<b>(100.00%)</b>
<b>Administrative Services:</b>										
Advertising	\$19,688	\$26,333	(25.23%)	\$30,668	(35.80%)	\$118,895	\$158,000	(24.75%)	\$133,570	(10.99%)
Legal Fees	\$3,763	\$9,438	(60.14%)	\$5,074	(25.85%)	\$35,751	\$56,630	(36.87%)	\$62,816	(43.09%)
Audit Fees	\$3,617	\$3,617	0.00%	\$3,475	4.08%	\$21,700	\$21,700	0.00%	\$20,850	4.08%
Office Equipment / Computers	\$1,756	\$3,204	(45.19%)	\$1,911	(8.12%)	\$10,801	\$19,226	(43.82%)	\$12,386	(12.80%)
Building & Facility Services	\$12,777	\$16,932	(24.53%)	\$12,751	0.21%	\$72,895	\$101,589	(28.25%)	\$64,873	12.37%
Professional & Technical Services	\$25,376	\$16,028	58.33%	\$25,105	1.08%	\$164,689	\$96,168	71.25%	\$176,641	(6.77%)
Software Maintenance & Service	\$1,293	\$9,425	(86.29%)	\$5,044	(74.37%)	\$11,629	\$56,551	(79.44%)	\$71,681	(83.78%)
Security Services	\$526	\$1,558	(66.25%)	\$531	(0.95%)	\$1,134	\$9,348	(87.87%)	\$5,716	(80.17%)
<b>Total Administrative Services</b>	<b>\$68,796</b>	<b>\$86,535</b>	<b>(20.50%)</b>	<b>\$84,559</b>	<b>(18.64%)</b>	<b>\$437,494</b>	<b>\$519,212</b>	<b>(15.74%)</b>	<b>\$548,533</b>	<b>(20.24%)</b>

Total Services	\$68,796	\$86,535	(20.50%)	\$433,707	(84.14%)	\$437,494	\$519,212	(15.74%)	\$2,255,522	(80.60%)
Materials & Supplies:										
Fuel	\$69,552	\$122,980	(43.44%)	\$116,699	(40.40%)	\$411,359	\$737,877	(44.25%)	\$492,559	(16.49%)
Gasoline	\$27,273	\$17,867	52.64%	\$10,674	155.49%	\$106,585	\$107,202	(0.58%)	\$81,627	30.57%
Oil & Lubricants	\$13,656	\$14,014	(2.55%)	\$19,053	(28.33%)	\$80,806	\$84,083	(3.90%)	\$53,848	50.06%
Tires & Tubes	\$15,272	\$14,003	9.06%	\$15,205	0.44%	\$98,752	\$84,020	17.53%	\$76,809	28.57%
Facility Repairs & Maintenance	\$103,694	\$63,232	63.99%	\$67,512	53.59%	\$486,488	\$379,390	28.23%	\$353,707	37.54%
Service & Shop Equipment	\$3,294	\$2,608	26.29%	\$1,618	103.51%	\$25,085	\$15,648	60.31%	\$21,587	16.20%
Other Shop & Garage Expense	\$4,903	\$7,742	(36.68%)	\$8,656	(43.36%)	\$40,664	\$46,455	(12.46%)	\$40,973	(0.75%)
Repair Parts	\$118,387	\$184,001	(35.66%)	\$200,846	(41.06%)	\$946,070	\$1,104,003	(14.31%)	\$898,084	5.34%
Servicing Supplies	\$1,526	\$3,615	(57.80%)	\$2,777	(45.07%)	\$19,918	\$21,692	(8.18%)	\$24,690	(19.33%)
Transportation & Safety	\$350	\$837	(58.15%)	\$598	(41.44%)	\$5,299	\$5,021	5.54%	\$6,455	(17.91%)
Schedules	\$3,386	\$1,446	134.16%	-	0.00%	\$9,482	\$8,675	9.30%	\$7,229	31.16%
Passes & Transfers	\$1,356	\$842	61.14%	(\$78)	(1838.73%)	\$23,083	\$5,051	357.04%	\$4,665	394.85%
Total Materials & Supplies	\$362,649	\$433,187	(16.28%)	\$443,560	(18.24%)	\$2,253,591	\$2,599,117	(13.29%)	\$2,062,233	9.28%
Utilities:										
Light, Heat, Power, and Water	\$34,421	\$36,188	(4.88%)	(\$21,784)	(258.02%)	\$228,229	\$217,129	5.11%	\$167,617	36.16%
Communications	\$21,159	\$30,064	(29.62%)	\$9,134	131.66%	\$100,801	\$180,384	(44.12%)	\$116,337	(13.35%)
Total Utilities	\$55,580	\$66,252	(16.11%)	(\$12,650)	(539.38%)	\$329,030	\$397,513	(17.23%)	\$283,954	15.87%
Insurance:										
Insurance Premiums	\$53,387	\$79,902	(33.18%)	\$37,949	40.68%	\$320,322	\$479,415	(33.18%)	\$227,697	40.68%
Self Insurance	\$9,002	-	0.00%	\$4,167	116.05%	\$45,610	-	0.00%	\$18,980	140.30%
Total Insurance	\$62,389	\$79,902	(21.92%)	\$42,116	48.14%	\$365,932	\$479,415	(23.67%)	\$246,677	48.34%
Miscellaneous:										
Planning & Rideshare	\$19,575	\$67,293	(70.91%)	\$38,213	(48.77%)	\$152,881	\$403,758	(62.14%)	\$250,602	(38.99%)
Dues & Subscriptions	\$5,957	\$4,150	43.54%	\$1,447	311.56%	\$27,799	\$24,900	11.64%	\$11,678	138.05%
Travel & Meetings - Staff	\$5,030	\$4,769	5.47%	\$6,576	(23.50%)	\$42,445	\$28,615	48.33%	\$56,806	(25.28%)
Travel & Meetings - Board	\$300	\$42	620.45%	-	0.00%	\$1,681	\$250	572.40%	-	0.00%
Marketing & Advertising	\$21,913	\$28,843	(24.03%)	\$13,950	57.08%	\$160,096	\$173,057	(7.49%)	\$250,412	(36.07%)
General Office Expense	\$8,350	\$13,138	(36.45%)	\$8,503	(1.80%)	\$75,492	\$78,830	(4.23%)	\$69,642	8.40%
Other Miscellaneous Expenses	\$16	\$13,680	(99.88%)	\$12,675	(99.87%)	(\$10,666)	\$82,081	(112.99%)	\$63,110	(116.90%)
Bank & Credit Card Fees	\$5,975	\$4,974	20.13%	\$5,539	7.88%	\$40,411	\$29,842	35.42%	\$26,450	52.78%
Leases & Rentals	\$2,650	\$19,343	(86.30%)	\$15,874	(83.31%)	\$20,333	\$116,060	(82.48%)	\$36,875	(44.86%)
Total Miscellaneous	\$69,766	\$156,232	(55.34%)	\$102,777	(32.12%)	\$510,472	\$937,393	(45.54%)	\$765,575	(33.32%)
Total Expenses	\$2,138,511	\$2,269,239	(5.76%)	\$2,046,844	4.48%	\$12,682,848	\$13,615,428	(6.85%)	\$12,562,665	0.96%
Net Operating Loss	(\$1,963,536)	(\$2,059,198)	(4.65%)	(\$1,856,954)	5.74%	(\$11,447,098)	(\$12,355,189)	(7.35%)	(\$11,293,558)	1.36%
Operational Grant Funding										
Operating Assistance - Other	\$39,809	\$40,404	(1.47%)	\$36,805	8.16%	\$302,623	\$242,426	24.83%	\$273,095	10.81%
Oklahoma State Funding	\$353,892	\$95,833	269.28%	\$119,445	196.28%	\$833,057	\$575,000	44.88%	\$898,334	(7.27%)
FTA - Planning Assistance	\$62,247	\$94,301	(33.99%)	\$117,333	(46.95%)	\$392,542	\$565,806	(30.62%)	\$488,279	(19.61%)
FTA - Leases / Audit	-	\$15,027	(100.00%)	\$6,292	(100.00%)	\$20,489	\$90,160	(77.27%)	\$53,302	(61.56%)
FTA - ADA LIFT	-	-	0.00%	\$55,750	(100.00%)	-	-	0.00%	\$334,500	(100.00%)
FTA - CMAQ	-	-	0.00%	-	0.00%	-	-	0.00%	-	0.00%
FTA - Preventative Maintenance	\$185,060	\$375,477	(50.71%)	\$199,825	(7.39%)	\$1,749,439	\$2,252,862	(22.35%)	\$1,741,058	0.48%
FTA - Operations	\$328,257	\$461,238	(28.83%)	\$242,919	35.13%	\$1,935,034	\$2,767,428	(30.08%)	\$1,963,726	(1.46%)
COT - Vision Assistance	\$374,852	\$357,500	4.85%	\$465,368	(19.45%)	\$2,497,416	\$2,145,000	16.43%	\$1,861,966	34.13%
COT - Operating Assistance	\$619,416	\$619,417	0.00%	\$613,217	1.01%	\$3,716,496	\$3,716,500	0.00%	\$3,679,302	1.01%
Total Operational Grant Funding	\$1,963,533	\$2,059,197	(4.65%)	\$1,856,954	5.74%	\$11,447,096	\$12,355,182	(7.35%)	\$11,293,562	1.36%
Budget Surplus (Deficit)	(\$3)	(\$1)	(11.43%)	-	(163.27%)	(\$2)	(\$7)	(35.24%)	\$4	(156.67%)

Capital Revenues

Capital Assistance - FTA	\$30,033	\$255,486	(88.24%)	\$576,104	(94.79%)	\$2,764,896	\$1,532,916	80.37%	\$1,621,637	70.50%
Capital Assistance - COT	-	\$183,836	(100.00%)	-	0.00%	\$743,286	\$1,103,015	(32.61%)	\$167,500	343.75%
Capital Assistance - Other	-	-	0.00%	-	0.00%	-	-	0.00%	-	0.00%
Gain (Loss) on Sale of Assets	-	-	0.00%	-	0.00%	(\$147)	-	0.00%	(\$20,338)	(99.28%)
<b>Total Capital Revenues</b>	<b>\$30,033</b>	<b>\$439,322</b>	<b>(93.16%)</b>	<b>\$576,104</b>	<b>(94.79%)</b>	<b>\$3,508,035</b>	<b>\$2,635,931</b>	<b>33.09%</b>	<b>\$1,768,799</b>	<b>98.33%</b>
Depreciation	\$398,052	\$470,000	(15.31%)	\$354,590	12.26%	\$2,291,391	\$2,820,000	(18.75%)	\$2,120,125	8.08%
Debt Service	-	-	0.00%	-	0.00%	-	-	0.00%	-	0.00%
COT Pass Through	-	-	0.00%	-	0.00%	-	-	0.00%	-	0.00%
<b>Change in Net Assets</b>	<b>(\$368,022)</b>	<b>(\$30,679)</b>	<b>1099.60%</b>	<b>\$221,514</b>	<b>(266.14%)</b>	<b>\$1,216,642</b>	<b>(\$184,076)</b>	<b>(760.96%)</b>	<b>(\$351,322)</b>	<b>(446.30%)</b>

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Assets

Current Assets:

Cash and Cash Equivalents		\$465,906
Restricted Cash		\$3,911,809
Trade Accounts Receivable	\$392,113	
FTA Operating & Capital Grants Receivable	\$15,501,800	
COT Operating & Capital Grants Receivable	<u>\$18,364,204</u>	
		\$34,258,117
Inventories		\$1,240,732
Prepaid Expenses		<u>\$533,475</u>
Total Current Assets		\$40,410,038

Capital Assets, at cost:

Revenue Equipment	\$41,612,710	
Service Equipment	\$574,172	
Security Equipment	\$1,336,879	
Buildings & Improvements	\$12,920,749	
Passenger Shelters	\$2,092,715	
Shop and Garage Equipment	\$3,517,524	
Computers & Other Equipment	\$6,491,433	
Office Furniture and Fixtures	\$209,681	
Land & Improvements	\$2,633,707	
Construction in Progress	\$723,249	
Less: Accumulated Depreciation	(\$47,110,264)	
Non- Depreciating Assets	<u>\$1,862,270</u>	
Total Capital Assets		\$25,002,556

Total Assets		<u>\$65,412,594</u>
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Deferred outflows of resources, pension related amounts		<u>\$1,586,911</u>
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Liabilities

Current Liabilities:

Trade Accounts Payable	\$2,118,608	
Accrued Wages & Withholdings	\$288,412	
Accrued Insurance	\$73,400	
Deferred Grant Revenues	\$34,010,214	
Other Current Liabilities	<u>\$35,557</u>	
Total Current Liabilities		\$36,526,192

Noncurrent Liabilities:

Advance Payable to COT	\$326,674	
Net Pension Liability	\$6,059,501	
Accrued Compensated Absences	<u>\$874,110</u>	
Total Noncurrent Liabilities		<u>\$7,260,284</u>

Total Liabilities		\$43,786,476
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Deferred inflows of resources, pension related amounts		<u>\$7,191,815</u>
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Net Position:

Invested in Capital Assets	\$25,002,556	
Restricted for Capital Acquisitions	\$1,322,288	
Restricted for Workmen's Comp.	\$74,187	
Unrestricted	<u>(\$4,772,913)</u>	
Total Net Assets		\$21,626,118

Total Liabilities & Net Assets		<u>\$65,412,594</u>
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For the Six Months Ending Dec 31, 2023

METROPOLITAN TULSA TRANSIT AUTHORITY  
PERFORMANCE INDICATOR SUMMARY

Fixed Route	Month	YTD	Target	Details	
Preventable accidents per 100,000 miles	1.62	1.89	1.80	There were 1.62 preventable accidents in Dec and average 1.89 for FY24YTD accidents are 0 vs. 4.64 in prior year.	●
OSHA Accidents per 200k Manhours	-	-	6.00	No reported OSHA Accidents in October	●
*Total Complaints Per 10,000 boarding's	8.92	3.60	2.00	152 total complaints for fixed route. Bus Late/No Show - Customer ServiceComplaint - Customer ServiceDisruptive Behavior - Safety/SecurityDriver Attitude issue - Customer ServiceGoPass Issue - Customer ServiceEquipment Issues - Customer ServiceIncorrect LIFT order - Customer ServiceNo TypeOther Customer Service Issue - Customer ServiceOther ADA issue - ADA complaintOther IssueTrash Full - Customer ServiceOther Safety/Security Issue - Safety/SecurityVandalism - Safety/SecurityVehicle Did Not Stop/Pass Up - Customer Service	●
On-time Performance	90%	91%	85%	Based off the 10 minutes late window.	●
Miles between road calls	7,463	6,850	7,500	YTD is 9% less than target.	✓
Operator Absences per weekday	14.00	9.00	12.00	YTD Operator Absences are 50% more than target.	✓
Passengers per Hour (PPH)	10.32	12.63	14.00	YTD PPH is 4% less than target.	●
Cost per Trip (CPT)	\$ 10.08	\$ 8.40	\$ 6.16	YTD CPT is 27% more than target and is due to reduced frequency in routes.	✓
Lift Operation	Month	YTD	Target	Details	
Preventable accidents per 100,000 miles	6.35	5.42	10.00	There were 6.35 preventable accidents in Dec an average 5.42 for FY24YTD accidents are 0 vs. 0 in prior year.	✓
Total Complaints per Per 10,000 boarding's	128.48	43.20	23.00	38 total Complaints for Fixed Route Bus Late/No Show - Customer ServiceComplaint - Customer ServiceDisruptive Behavior - Safety/SecurityDriver Attitude issue - Customer ServiceGoPass Issue - Customer ServiceEquipment Issues - Customer ServiceIncorrect LIFT order - Customer ServiceNo TypeOther Customer Service Issue - Customer ServiceOther ADA issue - ADA complaintOther IssueTrash Full - Customer ServiceOther Safety/Security Issue - Safety/SecurityVandalism - Safety/SecurityVehicle Did Not Stop/Pass Up - Customer Service	✓
OSHA Accidents per 200k Manhours	0.00	0.00	0.00	No reported OSHA accidents	✓
On-time performance	94%	95%	95%	YTD On-time Performance is consistent with target.	●
Miles Between Road Calls	9,451	10,363	22,500		●
Passengers per hour (PPH)	1.59	2.04	2.00	YTD PPH is 17% less than target.	●
Cost per Trip (CPT)	\$ 89.93	\$ 71.80	\$ 50.91	YTD CPT is 30% more than target projected .	✓
* Includes Nightline and Sunday Service				DA = Driver Attitude	Reckless Driving = RD
✓ Inconsistence or worse than target				II = Incorrect Information	Route Driven Wrong = RDW
● Consistent with or better than target				CC = Call Center	No Show = NS



### Fixed Route Report (July 2023 to December 2023)

Description	Current Month	Prior Year	Percent Change	YTD Monthly Average	Prior Year	Percent Change	Goal
<b>1) Operate a Safe Transit System</b>							
Preventable Vehicle Accidents per 100k Miles	1.62	4.64	-0.6509	1.89	2.38	-0.2059	1.8
OSHA Accidents per 200k Manhours	0	0	0	0	0	0	6
<b>2) Meet and Exceed Customer Expectations</b>							
Complaints per 10k Boardings	8.92	3.6	1.4778	6.18	2.23	1.7713	4.35
On-time Performance	91%	0%	0%	91%	0%	0%	85%
Miles Between Road Calls	7463	6967	0.0712	6850	6766	0.0125	7500
<b>3) Maintain a Quality Workforce</b>							
Operator Absences per Weekday	13	8	0.5263	7	6	0.1886	9
Total Absences per Weekday	14	11	0.2824	9	8	0.158	12
Employee Turnover	81%	75%	19%	60%	83%	-28%	35%
<b>4) Operate an Effective System</b>							
Ridership	161386	130397	0.2377	191325	164748	0.1613	235416
Passengers per Service Hour	10.32	9.69	0.065	12.63	13	-0.0285	14
Average Weekday Ridership	6667	5453	0.2226	7860	6796	0.1566	10000
Average Saturday Ridership	4803	3178	0.5113	5423	4645	0.1674	4500
<b>5) Operate an Efficient System</b>							
Cost Per Service Hour	104.09	116.09	-0.1034	106.11	128.36	-0.1733	82.5
Cost Per Trip	10.08	11.98	-0.1586	8.4	9.87	-0.1489	6.16
Fare Revenue per Trip	0.64	0.73	-0.1233	0.51	0.77	-0.3377	0.78

\*Note: Includes Nightline

Lift Program Report (July 2023 to December 2023)

Description	Current Month	Prior Year	Percent Change	YTD Monthly Average	Prior Year	Percent Change	Goal
<b>1) Operate a Safe Transit System</b>							
Preventable Van Accidents per 100k Miles	6.35	5.42	0.1716	5.56	6.59	-0.1563	1.2
OSHA Accidents per 200k Manhours	0	0	0	0	0	0	10
<b>2) Meet and Exceed Customer Expectations</b>							
Complaints per 10k Boardings	128.48	43.2	1.9741	73.47	37.35	0.9671	23
On-time Performance	94%	96%	-2%	95%	96%	-1%	95%
Miles Between Road Calls	9451	14760	-0.3597	10363	17875	-0.4203	22500
Average Call Center Minutes on Hold Time	1.6	1.1	0.4545	4.08	1.01	3.0396	1
<b>3) Maintain a Quality Workforce</b>							
Employee Turnover	4%	42%	0%	103%	38%	171%	50%
<b>4) Operate an Effective System</b>							
Ridership	5682	6944	-0.1817	6987	7987	-0.1252	9082
Van Passengers per Service Hour	1.59	2.04	-0.2206	1.65	2.07	-0.2029	2
Average Weekday Ridership	284	316	-0.0999	328	374	-0.1252	470
<b>5) Operate an Efficient System</b>							
Cost Per Service Hour	142.81	142.55	0.0018	118.44	116.84	0.0137	72.25
Cost Per Trip	89.93	69.86	0.2873	71.8	56.58	0.269	50.91
Fare Revenue per Trip	2.56	1.75	0.4629	2.64	2.99	-0.1171	2.79

# GM Nov 2023 Expenses

- FTA Quarterly Meeting in Dallas

Hotel- \$231.55

BUC-EE's- Food- 10.63

Total \$242.18

## Upcoming Procurements

Est. Board Date	Good/Service	Type	Estimated Amt.	Status
Jan-24	<b>Tap Card &amp; Validator</b>	State Contra	\$150,000	Coop Contract
	Fare payment card			
Feb-24	<b>Digital Signage</b>	RFP	\$400,000	In Progress
	Infrastructure - IT			
Feb-24	<b>Call Center/Admin Facility Restructure Project Management</b>	Task Order	\$38,000	Planning Stage
	Project Management and Scope of work to remodel and modernize the Call Center & Administration buildings to gain efficiencies.			
Mar-24	<b>Plumbing/HVAC/Electrical Contractor</b>	RFP	>\$100,000 Each	Will do as separate RFP's
	Contract for On Call Plumbing/HVAC/Electrical services.			
Mar-24	<b>Tires Contractor</b>	RFP	>\$100,000	Prep Stage
	Tires for Fixed Route, Lift and Microtransit Vehicles			
Apr-24	<b>Replacement of mirror technology</b>	RFP	\$250,000	Planning Stage
	Mirror replacement on buses			
Apr-24	<b>Bus Vacuum</b>	RFP	\$315,000	Prep Stage
	Replacement of old bus vacuum that is worn out			
May-24	<b>On Call Consulting</b>	RFQ	\$150,000	On hold
	On Call Consulting contract with 3 to 5 vendors to supply various consulting services.			
Jul-24	<b>Rolling Stock - ADA Lift &amp; Microtransit Vehicles</b>	RFP	>\$250,000	Prep Stage
	Contract for purchase of ADA Lift & Microtransit Vehicles			
Sep-24	<b>Bus Stop Signs</b>	RFQ	\$150,000	On hold
	Replace bus stop signs along all routes with new name and look			
Sep-25	<b>Rolling Stock - Fixed Route</b>	RFP	>\$250,000	Prep Stage
	Contract for purchase of Fixed Route Vehicles			
Sep-25	<b>Bus Wash</b>	RFP	\$350,000	Planning Stage
	Existing Bus Wash is in need of replacement after reaching it's expected life.			

Public Transportation Agency Safety Plan

# Metropolitan Tulsa Transit Authority



January 2024

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## Section 1. MTTA's Information

### General Information

Metropolitan Tulsa Transit Authority (MTTA)

510 South Rockford Avenue,

Tulsa, Oklahoma 74120

Accountable Executive: Scott Marr – General Manager- appointed by the Board Members

Director of Transportation: Naaja Jefferies- appointed by the Accountable Executive

Training/Safety Manager/SMS: Crystal Carter-appointed by the Director of Transportation.

FTA Funding Sources: FTA Section 5307, 5339, 5310

Modes of Service Directly Provided:

Bus (MB)    Bus Rapid Transit (RB) Demand Response (DR)  Paratransit (PT)

MTTA does not provide transit services on behalf of another transit agency or entity.

Description of Service:

The Metropolitan Tulsa Transit Authority (MTTA) was formed in August 1968 by the City of Tulsa. MTTA was set up as a public trust to continue the operations of the private bus service that had been run by the Missouri, Kansas & Oklahoma bus company (MK&O Lines).

Today MTTA services 199 square miles of Tulsa and surrounding areas such as Jenks, Sand Springs, and Broken Arrow. They operate Fixed Route, Bus Rapid Transit and Paratransit bus services, and MTTA administration is overseen by a seven-member Board of Trustees.

MTTA has had many accomplishments over the last 50 year's some of the key highlights are in 1998 when MTTA opened the Denver Avenue Station located at 4th and Denver in downtown Tulsa. In July 2001, the Memorial Mid-town Station was opened at 33rd & Memorial to facilitate better cross-town passenger movement. In April 2016 the citizens of Tulsa approved Vision Tulsa, a multi-project continuation of an existing sales tax. Among the many projects funded by Vision Tulsa are Bus Rapid Transit (BRT) line on Peoria, named the AERO. Sunday service was a

new accomplishment and started in August 2017. The AERO/BRT was placed in service in November 2019.

In April 2023, MTTA services further expanded with the implementation of two Microtransit zones. Microtransit is a curb to curb, shared ride demand response service using shuttle buses and vans. Customers can request trips up to 1 hour in advance using our Go Pass App, website, or by telephone. Then the scheduling software then directs a vehicles route in real time to serve ride requests. In August 2023, Microtransit service replaced our lower performing Nightline and Sunday services. MTTA’s mission is to connect people to progress and prosperity.

MTTA Safety Plan addresses all applicable requirements and standards as set forth in FTA’s Public Transportation Safety Program and the National Public Transportation Safety Plan.

## Section 2. Plan Development, Approval, and Updates

<b>Name of Entity That Drafted This Plan</b>	Metropolitan Tulsa Transit Authority		
<b>Signature by the General Manager(Account Executive)</b>	<b>Signature of General Manager</b>	<b>Date of Signature</b>	
<b>Approval by the Board of Directors or an Equivalent Authority</b>	<b>Name of Individual/Entity That Approved This Plan</b>	<b>Date of Approval</b>	
	<b>Relevant Documentation (title and location)</b>		
<b>Dircetor of Transportation</b>	<b>Name of Individual/Entity That Certified This Plan</b>	<b>Date of Certification</b>	
	<b>Relevant Documentation (title and location)</b>		
<b>Version Number and Updates</b>			
<i>Record the complete history of successive versions of this plan.</i>			
<b>Version Number</b>	<b>Section/Pages Affected</b>	<b>Reason for Change</b>	<b>Date Issued</b>
1	All	Adding Additional Services	
2	All	Assaults On Transit Workers	

3		Safety Performance Targets	
4		Public Health	
<p><b>Annual Review and Update of the Public Transportation Agency Safety Plan</b></p> <p><i>Describe the process and timeline for conducting an annual review and update of the Public Transportation Agency Safety Plan.</i></p> <p>The PTASP is reviewed annually to ensure the plan remains current and effective. At times, the Plan may be updated as the result of a change in safety policy, procedure or process resulting from a trend or potential repeat of certain safety events identified through the monitoring process mentioned in this Plan. The focus of the review is to:</p> <ul style="list-style-type: none"> <li>• Evaluate current safety tasks and initiatives for appropriateness,</li> <li>• Refine and improve task descriptions and activities,</li> <li>• Identify new tasks and initiatives which may be required,</li> <li>• Define organizational responsibility for accomplishing safety related tasks, and</li> <li>• Incorporate organizational, operational, or legislative changes.</li> </ul> <p>The MTTA Training/Safety Manager (TSM) is responsible for the Public Transportation Agency Safety Plan (PTASP) review process. The review is conducted in consultation with departments affected by the PTASP. Whether or not MTTA determines that changes are needed to the PTASP, the current plan will be reviewed each year.</p> <p>Revisions are coordinated and led by the MTTA TSM acting under the authority of the MTTA Director of Transportation. Recommended revisions to the PTASP are submitted to the appropriate Directors for concurrence and reviewed and approved by the Safety Department. Revisions will be sent to the MTTA Director of Transportation for approval and the final PTASP will be sent to the Board review and approval.</p>			

### Section 3. Safety Performance Targets

<p><b>Safety Performance Targets</b></p> <p><i>Specify performance targets based on the safety performance measures established under the National Public Transportation Safety Plan. The Following Numbers are based on a 6-year average (2022). The fatality numbers are based on a 7-year average (2022).</i></p>					
Mode of Transit Service	Fatalities	Injuries	Safety Events	System Reliability	Other
Fixed Route Bus	0.75/Yr.	8.75/Yr.	11.25/Yr.	40K VRM	
Non-Fixed-Route Bus	0 /Yr.	10/Yr.	10/Yr.	20/100K VRM	

<b>Safety Performance Target Coordination</b>		
<i>Describe the coordination with the State and Metropolitan Planning Organization(s) (MPO) in the selection of State and MPO safety performance targets.</i>		
MTTA shares safety performance targets with Indian Nations Council of Governments (INCOG) and Oklahoma Department of Transportation (ODOT) annually as part of our continued coordination of transit data. This data sharing and coordination also includes Transit Asset Management Plan updates and anticipated capital replacement schedules.		
Targets Transmitted to the State	State Entity Name	Date Targets Transmitted
	Oklahoma Department of Transportation	
Targets Transmitted to the Metropolitan Planning Organization(s)	Metropolitan Planning Organization Name	Date Targets Transmitted
	Indian Nations Council of Governments (INCOG)	

## Section 4. Risk Reduction Program

### Vehicular Accident Reduction

- Ongoing MVR (Motor Vehicle Record) Program for hiring and ongoing monitoring of all employees who are required to have a CDL. Background checks on all job applicants.
- We monitor vehicle accidents on an ongoing basis. All Operators and Maintenance employees receive retraining after any preventable accident; This is reviewed and documented in employees' files.
- We continue to improve facilities to facilitate maintenance of buses. New buses will be added as needed throughout the next ten years.

### Employee Accident Reduction

- We have Accident Investigation procedures for occupational injuries.
- Safety Committee under the TSM has Self-Inspection procedures to check for hazards.
- Incentive programs may be implemented annually at the discretion of management to reduce lost time occupational injuries and lost time accidents.
- The Safety Committee meets monthly. The committee consists of four administrative employees. and four bargaining unit employees.
- The Training/Safety Department will hold quarterly training sessions for all Operations' employees as well as quarterly training for all Maintenance employees. The Director of

Transportation and the Director of Maintenance meet continually to keep communications open between departments.

- Ensure that no action will be taken against any employee who discloses a safety concern through the employee safety reporting program, through Smart Sheet, and E-Alerts. If disclosure indicates, beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures.
- Conduct root cause analysis after each safety event. (See Appendix A)
- The Training/Safety Department will monitor safety data and performance measures on a regular basis to identify trends in hazards, and safety and security events to determine if action must be taken to modify policies, procedures, or processes.
- MTTA is considering the installment of “Digital Mirrors “Located inside of the bus.

### **Public Accident and Incident Reduction**

- We continue to improve overall facilities and facilitate maintenance of buses.
- Operators and mechanics receive retaining after preventable accidents and incidents.
- Operators will receive annual road evaluations to make sure we are operating to the best level of service, putting safety first.

MTTA takes these commitments seriously as the lives of its riders, employees and the public depend on MTTA’s ability to operate in a culture of safety.

### **Assaults On Transit Workers**

In 2023 MTTA has taken the initiatives to better protect bus operators, including increasing training for operators and security. Barriers for the bus operators, expanded surveillance system, and revamped it’s training program for operators to include modules on mental health awareness and de-escalation.

MTTA work along with the Mental Health Association Oklahoma to teach the bus operators:

- De-escalation
  - Stress Management
  - How to avoid assaults on the bus
- See Appendix 5

## **Section 5. Safety Management Policy Statement**

System Safety is the application of operating, technical, and management techniques and principles to the safety aspects of a system throughout its life to reduce hazards, to the lowest level possible through the most effective use of available resources. This MTTA Safety Plan complies with local, state, and federal regulations.

MTTA integrates safety and loss prevention into every phase of its operations. Safety and the responsibility for human lives are the first consideration and responsibility of each MTTA employee. MTTA is committed to promoting a safe operating environment. As such, all departments are included in the dissemination of safety information.

The success of the safety program depends on the support and cooperation of all employees.

MTTA's Agency Safety Plan is available in the Human Resources Department and all Directors of the MTTA Departments.

The purpose of the Agency Safety Plan is to unify and effectively coordinate MTTA's safety efforts. The Plan is the focal point for guidance in achieving effective safety and loss control performance by using Safety Management System (SMS) principles. This Plan exists as a commitment by MTTA to reduce the potential for accidents, costs associated with accidents, and to provide the public with safe and efficient public transportation.

The safety goal for 2024 through 2033 is to reduce accident frequency in the following areas of potential loss: Vehicular, Employee, Public, Property, and Miscellaneous. The specific objectives of the Ten-Year Safety Plan include the following:

### **Safety Management Policy Communication**

MTTA realizes the importance of ensuring its employees and riders are aware of MTTA's safety management policies and procedures to effectively manage the system's day to day operations. To do this, MTTA relies on several forms of effective communication. In most cases, the Training/Safety Manager (TSM), Planning, Call Center, and Marketing Departments are responsible for distributing/communicating the policy to their respective departments.

Employees:

MTTA is constantly evaluating existing policies and procedures to verify their effectiveness. To do this, MTTA seeks input from all staff to determine if change is necessary based on trends, data analysis, operational changes, or new assets. Several methods are used to communicate policy and/or procedure changes, including:

- Employee memorandum, daily manifest of work orders.
- Quarterly Retraining.
- 3 Meetings a year with Operators.
- Bulletin board and telecommunication notices.
- Monthly MTTA Newsletter.

- Safety Committee meets once a month.
- Monthly safety board notifications and daily safety messages via two-way radio.

MTTA includes a training element for safety management policies impacting safety or service delivery and is conducted before the policy effective date. New policies and procedures are incorporated into orientation training for new employees as well.

Depending on the importance of the policy or procedure change, an acknowledgement signature is required of each employee verifying their understanding of the change.

Passengers:

If a passenger policy is changed or added, MTTA notifies passengers through the following methods:

- Notice posted on vehicle and facilities including effective date and who to contact for more information.
- Changes to digital rider guidance including maps, schedules, and Pamphlets.
- Public Meetings
- Social Media
- MTTA Website
- Any services impacted by policies changes will include outreach as required by Federal Guidance.

## **Authorities, Accountabilities, and Responsibilities**

As mentioned in the Safety Policy Statement, the ultimate authority for the success of this PTASP falls to the Director of Transportation and Training/Safety Manager (TSM), the administration and management team, as well as employees fulfilling their commitment to safety on a day-to-day basis.

Director of Transportation:

The Director of Transportation will determine, based on feedback from senior staff, the level of Safety Management System principals to maintain to ensure a safe work environment, rider experience and community safety. MTTA’s Director of Transportation is committed to providing employees with the tools and training needed to be successful and safe in their roles with MTTA. The Director of Transportation will continually strive to create a culture of safety among the employees, and MTTA expects each employee to play a role in maintaining a safe workplace.

MTTA’s Director of Transportation is accountable for ensuring that the MTTA SMS is effectively implemented throughout the public transportation system. The General Manager is accountable for ensuring action is taken, as necessary, to address substandard performance in the MTTA SMS. He may delegate specific responsibilities, but the ultimate accountability for the MTTA safety performance cannot be delegated and always rests with the Director of Transportation.

The General Manager has ultimate responsibility for carrying out the Metropolitan Tulsa Transportation Authority Safety Plan and the Transit Asset Management Plan; and control or

direction over the human and capital resources needed to develop and maintain both the MTTA Safety Plan, in accordance with 49 U.S.C. § 5329(d), and the agency's Transit Asset Management Plan in accordance with 49 U.S.C. § 5326.

### **Trainer/Safety Manager (TSM)**

MTTA has concluded one TSM will be sufficient to manage the day-to-day adherence to this Plan and, while in this role, report directly to the Director of Transportation. The TSM will monitor safety and security throughout the organization including sub-contractors. All departments have been notified of TSM's role and the established reporting requirements relating to safety-related matters. The TSM has been adequately trained for this role and has the authority and responsibility for day-to-day implementation and operation of MTTA's SMS.

MTTA's TSM will be responsible for the following:

- Developing and maintaining SMS documentation.
- Directing hazard identification and safety risk assessment.
- Monitoring safety risk mitigation activities.
- Providing periodic reports on safety performance.
- Briefing the Director of Transportation on the implementation progress.
- Planning safety management training.

## **Roll of Staff to Develop and Manage Safety Management Systems (SMS)**

### **Director of Transportation**

The Director of Transportation, who also works with the Training/Safety Manager and Administrative staff to adjust the PTASP as needed based on staff feedback, trends, and data analysis. The Director of Transportation is vested with the primary responsibility for the activities of the transit system and overall safety performance. The Director of Transportation fulfills these responsibilities by providing the resources necessary to achieve PTASP goals and objectives by exercising the approval authority for system modifications as warranted. The Director of Transportation and GM also set the agenda and facilitates the cooperative decision.

### **Training/Safety Manager (TSM)**

For the purposes of managing the SMS and PTASP, the TSM will report directly to the Director of Transportation to determine strategy, policy, and goals for maintaining safety and security for passengers, employees, and the public. The TSM will monitor day to day operations and work with staff to identify and mitigate risk through evaluation, feedback, and data analysis.



### **Security Officers/ Training/Safety Manager**

Supervisors are responsible for the safety performance of all personnel and equipment under their supervision. They are responsible for the initial investigation of all accidents and incidents, and for reporting these accidents and incidents to the Safety and Training Department, Director of Operations which will then forward to Human Resources, Operations Department.

### **Employees**

All MTTA personnel are responsible for performing their work safely and for following established safety-related rules, procedures, and work practices. This includes reporting all accidents, incidents, and hazards to the dispatch supervisor per established requirements for the protection of themselves, co-workers, customers, facilities, and equipment.

### **Key Staff**

MTTA staff will be responsible for maintaining high standards of safety, customer service, and security. The Employee Safety Reporting Program (ESRP) will define the employees' role to identify and mitigate risk through open communication to superiors including the TSM and Director of Operations. The staff will be instrumental in ensuring action is taken to reduce risk and the whole system is continuously monitored to ensure actions are effective and appropriate.

MTTA staff will be involved with updates, modifications, and implementation of the PTASP. Each staff member brings a valued perspective to the development of policies and procedures he or she will be expected to implement. Every opportunity will be given for employees and riders to provide input to increasing safety at MTTA. Those opportunities include monthly safety notification, annual employee meetings and training, department meetings, customer and employee surveys and an open-door policy with access to all management staff.

## **SAFETY COMMITTEE**

### **PURPOSE**

The Safety Committee is a means by which MTTA seeks to achieve its stated Safety Plan. Members, representatives of each department, should meet at least monthly to solve problems, discuss safety issues, and review the safety inspection of each area of the company. These meetings enable the Committee to be proactive in preventing accidents or exposure to accidents.

The Safety Committee is a team effort. Suggestions and input regarding safety are sought from all levels of employees. There are a total of eight members on the Safety Committee. The Safety Manager selects four administrative employees, and the Union President select four bargaining unit employees. The committee's duties are to identify and recommend risk-based mitigations or strategies necessary to reduce the likelihood and severity of consequences identified through the agency's safety risk assessment; identify mitigations or strategies that may be ineffective, inappropriate, or were not implemented as intended; and identify safety deficiencies for purposes of continuous improvement. Recommendations are reviewed by the Director Of Transportation and or the General Manager. The General Manager has the final approval.

## SCOPE

All employees have access to contact information from representatives of the Safety Committee. Names of Safety Committee members are posted in the Driver's Room, in the Break Room in Maintenance, and the Break Room in the Call Center.

- Monthly meetings are on a schedule including date, time, and place. An agenda is created for each month. During the meeting minutes are taken, typed up and emailed to the committee members. The minutes are posted in a file for internal review.
- The Safety Committee assist determining barriers or measures that aid in the reduction of assaults on transit workers and injuries to transit workers.

The Bipartisan Infrastructure Law requires the safety committee to approve an agency's Agency Safety Plan (ASP) and any updates to the ASP. This approval must occur before the agency's board of directors approves the ASP or update.

The safety committee also is responsible for, at a minimum: (1) identifying and recommending risk-based mitigations or strategies necessary to reduce the likelihood and severity of consequences identified through the agency's safety risk assessment, (2) identifying mitigations or strategies that may be ineffective, inappropriate, or were not implemented as intended, and (3) identifying safety deficiencies for purposes of continuous improvement.

The PTASP regulation (49 CFR part 673) intends to improve public transportation safety by guiding transit agencies to manage safety risk more effectively and proactively in their systems. It requires certain recipients and sub-recipients of FTA grants that operate public transportation to develop and implement safety plans that establish processes and procedures to support the implementation of a Safety Management System (SMS). SMS is a comprehensive, collaborative approach to managing safety. It brings management and labor together to control risk better, detect and correct safety problems earlier, share and analyze safety data more effectively, and measure safety performance more precisely.

### **Employee Safety Reporting Program (ESRP)**

As stated in the [Safety Management Policy Statement](#), MTTA is determined to provide a safe working environment for its employees, riders, and the public. To ensure success, MTTA has developed an ESRP to enable employees to report any risk or perceived risk to a supervisor, TSM, or member of administration.

MTTA provides a culture of open reporting of all safety concerns, ensuring that no action will be taken against any employee who discloses a safety concern through MTTA's Employee Safety Reporting Program (ESRP), unless such disclosure indicates, beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures.

- Email a safety concern on the tablets, located by dispatch. (Safety Submission)

- Verbal communication by two-way radio or in person with a senior manager

All correspondence must go to the TSM or Director of Transportation and or Human Resources Department who will relay the hazardous situation or action if deemed necessary will communicated to the General Manager who also has an open-door policy.

It is important to note that all hazards reported through the ESRP go straight to the TSM for review, assessment, investigation, mitigation, and follow-up. If the hazard directly impacts the working relationship between two or more employees, MTTA will ensure no retaliation or hostile work environment will take place. But, if the employee has demonstrated any of the following behaviors, then he/she may be excluded from employee protection.

- Willful participation in illegal activity, such as assault or theft.
- Gross negligence, such as knowingly utilizing heavy equipment for purposes other than intended such that people or property are put at risk.
- Deliberate or willful disregard of regulations or procedures, such as reporting to work under the influence of controlled substances.

### **Open-Door Policy**

MTTA values its employees as if they are the system's number one asset. MTTA recognizes that employees may have ideas or suggestions for improving the work environment or a complaint about the workplace. MTTA feels the most beneficial way to communicate with employees is with a face-to-face discussion. Every employee is encouraged and empowered to reach out to their manager's. Our open-door policy extends to contractors and vendors. Employees can also use MTTA numbers to schedule an appointment to meet with a Human Resources representative, if needed.

### **Employee Reporting Portals**

The Employee Reporting Portal is found on the employee's web site marked Safety First

Employees can also report any safety issues through a special portal set-up for safety reporting. They can do this using the computer's set-up for employee use. This reporting method allows for reporting to be completed anonymously or they can add their name.

### **Human Resources**

Any supervisor or employee desiring to file a discrimination or harassment complaint may do so by any of the following options:

- 1) E-mail: HRhotline@tulsatransit.org
- 2) Report to EEO Officer/Direct Department Manager
- 3) EAP Hotline: Phone number In Tulsa 1(918)-594-5232 / Toll Free outside of Tulsa 1(800)221-3976

4) EAP Email: [www.ccok.com/EAP](http://www.ccok.com/EAP)

The ESRP allows each employee to report detailed information and observations whether they are a driver in service, maintenance staff, administration staff or other on-duty employee. This program dovetails with other methods currently in place to proactively identify hazards or threats. Those methods include but are not limited to the following:

- Pre/Post Trip Inspections
- Preventive Maintenance Inspections
- Employee Evaluations
- Facility Maintenance Plan
- Service Evaluation and Planning Program
- Training Program
- Rider and Public Complaint/Compliment Process
- Safety and Employee Meetings
- Incident/Accident Policies
- Safety Committee

MTTA uses an Accident/Incident form to identify that can be completed online and provide information about hazards, incidents or accidents observed by MTTA employees while on-duty. The form identifies vital information to assist employees in determining an action to mitigate the threat or hazard. It is proactive reporting method to identify a perceived threat or hazard, potentially endangering employees, riders or the

public. The form serves a dual role as an incident, illness, and safety events.

MTTA employees will have receive *one* hour(s) of training on the procedures associated with the hazard reporting and SMS principles. The training will cover the following areas:

- Locations of blank Incident Report Form along with all accident and incident form on tablets for employees to enter all their information.
  - [Accident Report Form](#) – See appendix 1
  - [Incident Report Form](#) - see appendix 2
- ◆ When to use an Incident Report Form
- ◆ Capturing critical information on the form
- ◆ Notification process depending on the hazard.
- ◆ Proper assessment of the reported hazard
- ◆ Levels of likelihood of repeat
- ◆ Supervisor and TSM role in completing the form.
- ◆ Follow-up process to determine effectiveness of mitigation.

The following process is used as part of the ESRP.

#### Immediate Action Required

If an MTTA employee has identified a hazard which is perceived to be a risk to the employee, fellow employees, passengers, or the public it must be reported immediately to the on-duty

supervisor/dispatcher. Once reported the employee must determine if immediate action is necessary to prevent additional risk. If so, communicate with the supervisor before acting if time allows. Once action has been taken to mitigate the potential harm to the employee, others or property, the supervisor must be notified of actions taken. Once able, the employee must complete the Incident/Accident Report with complete information and give it to the supervisor on duty.

#### Delayed Action Required

Once a hazard has been identified, the MTTA employee should assess if the hazard requires immediate action to reduce the risk of if delayed action can be taken. If the employee determines delayed action is appropriate a full report must be completed using the Incident/Accident Form and submitted to the on-duty supervisor.

#### Role of Supervisor

The on-duty supervisor is responsible for advising the employee on immediate action or delayed action to mitigate a hazard. The Security and Safety and Training must then review the Incident/Accident Form to ensure all information is included, adding additional information from their perspective. Once the form is complete it must be reviewed by the TSM to determine action necessary, investigate root cause of hazard and follow-up.

The TSM is responsible for determining the status of each hazard reported. In some cases, hazards may be identified and are not able to be immediately resolved, but actions are taken to reduce the risk of the hazard. It is MTTA's goal to eliminate all identified hazards if possible. Some hazards may require continuous monitoring to ensure the hazard does not elevate to an action level.

All hazard reports will be documented and integrated into current performance measures and data collection. The TSM will track each hazard to completion and recommend policy or procedural changes if needed because of the hazard mitigation.

#### MTTA Responsibility

MTTA takes every hazard report seriously and investigates each one to determine if it's an isolated case, or emerging trend requiring evaluation of policies and procedures or service modifications. Employees reporting hazards will not face disciplinary action unless that employee contributed to the hazard. MTTA wants to encourage all employees to report any hazard or threat they observe and help make the MTTA system as safe as possible for its employees, riders, and the public. Employees may report the hazard to their immediate supervisor or go directly to the TSM to submit and discuss their report.

The following process chart illustrates the steps taken as part of the hazard identification process through the ESRP.

## Section 6. Safety Risk Management

MTTA provides training to all personnel in the identification of hazards and security threats while also providing tools to enable personnel to report these risks. Once the risk has been identified MTTA assesses the risk to determine the necessary response and response time. The response may include further

investigation or monitoring, action(s) to mitigate the hazard or security threat and follow-up assessment to ensure action taken is appropriate and effective.

### **Safety Hazard Identification:**

Hazard and security threats are identified through different methods of monitoring the system. This includes system, employee and asset assessments conducted daily and on an incremental basis. Additionally, MTTA communicates with peers across the state, FTA and ODOT to identify common hazards impacting multiple systems. MTTA conducts the following routine and random evaluations of the system in the following departments:

#### **Personnel**

Each MTTA employee is evaluated annually to ensure they are performing their job to their expectations. As part of their orientation process the employee is provided training and tools to perform their job while not receiving permanent status until completing their training. During the 90 - day period, the employee is evaluated on their performance to determine if they are properly prepared. The employee is given the opportunity during the training process to provide feedback on each of the trainers providing different sections of their training program. This allows MTTA to determine what training methods are most effective and areas needing more attention.

Additional evaluations of the employees are conducted throughout the year using spot-checks of some aspect of their job function. If through spot-checks or annual evaluations it is determined the employee's performance does not meet expectations or training standards, remedial training will be provided, and additional evaluations will take place to ensure remedial training was effective.

#### **Assets**

Rolling stock, facilities and equipment are monitored through a vigorous preventive maintenance plan aimed at identifying hazards and deficiencies as part of daily and scheduled inspections. Operations and Maintenance Departments coordinate the preventive maintenance program including daily Driver's Vehicle Inspection Reports (DVIR)s, incremental and annual inspections.

Sample of DVIR --> Security Vehicle Inspection Form (see Appendix B) (by May of 2023 this will be automated on the bus)

MTTA facilities will undergo a complete inspection by each Division at least quarterly to ensure the compliance of our safety system and to ensure a safe workplace is provided. Inspection reports are issued which list the hazards and the safety or health problems found during the inspection.

MTTA updates the FTA required Transit Asset Management (TAM) Plan annually with data relevant to each asset to include a condition assessment, miles (with rolling stock and non-revenue vehicles) and age as to whether the asset is in a State of Good Repair (SGR). The TAM Plan allows MTTA management to plan asset replacement or rehabilitation for future years.

#### **System**

As part of MTTA's safety management system monitoring, the agency uses service evaluations when planning, spot-checking, or responding to an event like an accident or incident. New routes are strategically developed with safety and passenger access being the priority. MTTA route planners plan

and test all routes before activating the route for revenue service. All routes are reviewed periodically to determine if environmental hazards may exist requiring modification to the route, schedule, or vehicle.

All front-line staff have been trained to note any changes to service which may be considered a hazard or security threat and through ESRP, notify their supervisors immediately or upon return to MTTA depending on the severity of the hazard.

## Hazard Identification Procedure

Any employee seeing something through inspection or observation they deem to be a hazard is instructed to immediately report that hazard to the immediate supervisor regardless of the perceived level of threat. Depending on the situation, either the immediate supervisor or the employee will complete a Hazard Report Form and submit it to the TSM.

If the hazard requires immediate mitigation, the employee will be instructed on steps to take to reduce the risk which may or may not alleviate the risk completely. Additional actions may be taken once the immediate risk mitigation has been taken. Some hazards may not pose an immediate risk but are still reported and the TSM will be responsible for risk assessment, investigation, and mitigation strategy.

In some cases, a passenger or member of the public may call MTTA with a complaint about a front-line employee which may rise to the level of hazardous behavior or actions. MTTA currently documents all customer complaints/compliments and takes appropriate action to investigate any complaints. Complaints deemed hazardous will trigger immediate action by on-duty supervisors.

Incident/Accident Report Forms will be located on all vehicles and on the tablet, once filled out notification go directory to Dispatch, Operations, and Maintenance Departments for review.

The Form will require the employee to briefly describe the hazard noting date, time of day, location, and other pertinent information. The form includes a section for the TSM or immediate supervisor to document immediate action taken to reduce risk, a risk assessment chart prioritizing the risk, and a section for additional follow-up action. All forms will be processed by the TSM and summarized periodically for trend analysis and include in safety performance measures. This is found on the tablets for all employees use stating Safety First.

### 49 CFR part 673.5

*Hazard* means any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment.

## Safety Risk Assessment

All MTTA staff have been provided with training appropriate for their positions within the organization. MTTA expects its employees to respond to hazards or threats with professional judgement as sometimes there might not be time to contact a supervisor to prevent an emergency event. In cases where the hazard can be reported without immediate risk, the employee will make an initial assessment of the risk as part of their report.

Once received by the TSM, the initial risk assessment may be amended requiring updating using the following categories:

### Category I - Critical

Operating conditions are such that human error, environment, design deficiencies, element, sub-system or component failure or procedural deficiencies may cause critical injury or illness requiring hospitalization or major system loss, thereby requiring immediate cessation of the unsafe activity or operation.

### Category II – Severe

Operating conditions are such that human error, environment, design deficiencies, element, sub-system or component failure or procedural deficiencies may cause severe injury or illness (Such as a broken bone or medical transportation away from the scene) or major system damage thereby requiring immediate corrective action including immediate cessation of the unsafe activity or operation.

### Category III – Moderate

Operating conditions are such that human error, environment, design deficiencies, element, sub-system or component failure or procedural deficiencies may cause moderate injury or illness (requiring on-site medical treatment) or major system damage thereby requiring immediate corrective action including immediate cessation of the unsafe activity or operation.

### Category IV - Minor

Operating conditions may cause minor injury or illness (first aid only on-site) or minor system damage such that human error, environment, design deficiencies, sub-system or component failure or procedural deficiencies can be counteracted or controlled without serious injury, illness, or major system damage.

### Category V - Negligible

Operating conditions are such that personnel error, environment, design deficiencies, sub-system or component failure or procedural deficiencies will result in no, or less than minor, illness, injury or system damage.

The probability that a hazard will occur during the planned life expectancy of the system element, sub-system or component can be described qualitatively, in potential occurrences per unit of time, events, population, items, or activity. A qualitative hazard probability may be derived from research, analysis, or historical safety data from similar systems.

An example of a qualitative hazard probability ranking is found below:



## QUALITATIVE HAZARD PROBABILITY RANKING

DESCRIPTIVE WORD	LEVEL	SPECIFIC INDIVIDUAL ITEM	FREQUENCY
Frequent	A	Likely to occur frequently	Continuously experienced
Probable	B	Will occur several times in life of an item	Will occur frequently
Occasional	C	Likely to occur sometime in life of an item	Will occur several times
Remote	D	Unlikely, but possible to occur in life of an item	Unlikely, but can reasonably be expected to occur
Improbable	E	So unlikely, it can be assumed occurrence may not be experienced	Unlikely to occur, but possible
Eliminated	F	Incapable of occurrence. This level is used when potential hazards are identified and later eliminated.	Incapable of occurrence. This level is used when potential hazards are identified and later eliminated.

The TSM in coordination with staff will investigate each identified hazard, assess the risk, determine the probability of repeating and take appropriate action to mitigate the risk. Additional mitigation may be needed based on follow-up monitoring of the action taken.

### System Safety Analyses

To determine what action to take to correct or to document acceptance of identified hazards, a system of determining the level of risk involved has been adopted. This risk assessment activity will be incorporated in formal System Safety Analyses. In turn, this will enable management to properly understand the amount of risk involved by accepting the hazard relative to what it will cost (schedule, dollars, operations, etc.) to reduce the hazard to an acceptable level.

The following matrix identifies the Risk Assessment Index based upon hazard category and probability and the criteria for defining further action based upon that Index.

### Risk Assessment Index

- ◆ Unacceptable Hazardous Conditions: A condition that may endanger human life or property. This condition cannot remain as is and must be mitigated.
- ◆ Undesirable with Review: The hazard should be mitigated, if possible, within fiscal constraints. However, it may be monitored and/or mitigated later.

- ◆ Acceptable with Review: The system safety function must determine the risk associated with not mitigating the hazard.
- ◆ Acceptable without Review: The hazard can remain.

## Safety Risk Mitigation

The Safety Department is the principal body for assessing and resolving identified hazards within MTTA's Mass and Paratransit Bus System. However, hazards related to capital projects are reviewed by MTTA's Director of Transportation, the MTTA Training/Safety Manager. Once a project goes into revenue service, the Safety Solution Team, will review the Risk Assessment Index to assist the decision-making process in determining whether a hazard should be eliminated, controlled, or accepted in terms of severity and probability. This provides a basis for logical management decision making.

As hazards are identified, there is an order of precedence in the hazard control process. Various means are employed to reduce the risk to an acceptable level, including:

- a) Elimination or minimization of the risk through design change. If possible, the hazard will be eliminated through design change. If an identified hazard cannot be eliminated, the hazard will be reduced to an acceptable level, as defined by the Risk Assessment Index, through design selection.
- b) Incorporation of Safety Devices. If identified hazards cannot be eliminated or their associated risk adequately reduced through design selection, that risk is reduced to an acceptable level using fixed, automatic, or other protective safety design features or devices.
- c) Use of Administrative Controls. Where it is impractical to eliminate hazards through design selection or adequately reduce the associated risk with safety and warning devices, procedures and training are used. Tasks and activities that are determined to be critical require certification of personnel proficiency.
- d) Use of Personal Protective Equipment (PPE). If the hazard cannot be eliminated or adequately controlled with administrative controls, personal protective equipment may be needed. Training in the proper use of equipment is required prior to employees being placed in an environment requiring such equipment.

### 1.1 Tracking

The Safety department will track all hazards.

### 1.2 Coordination with FTA/NTSB

### 1.3 Coordination with FTA/NTSB for accidents/incident/hazards notification for the BRT, TSA/NTD notification for both bus and BRT NTSB for bus

### 1.3.1 Ongoing Reporting

The Training/Safety Manager will notify ODOT SSO designated point-of-contact within 24 hours if any of the following occur:

- Any hazard deemed “unacceptable hazard condition” or equivalent, as defined in Section 2.11 above.
- Near Misses – Any instance or event that did not result in injury or damage – but had the potential to do so.
- Passenger or Person injuries sustained in revenue service areas (not covered under accident definition)

MMTTA designated point of contact ODOT SSO is:

Oklahoma Department of Transportation

Steve Jagosh

Transit Special Project Coordinator

Oklahoma Department of Transportation

Transit Programs Division

200 N.E. 21st Street, Room C-1B

Oklahoma City, OK 73105

Phone: (405) 522-9087

Email: [sjagosh@odot.org](mailto:sjagosh@odot.org)

Website: <https://ok.gov/odot/>

Materials documenting the unacceptable hazard shall be transmitted to ODOT SSO. The notification to ODOT SSO of the identified hazard shall include the following information:

- a. Name of reporting party.
  - b. Date and time of the report.
  - c. Date and time of the hazard and probable cause.
  - d. Location and brief description of the accident or identified hazard; and
  - e. Action taken to ensure the safety of employees, passengers and public from the effects of the accident or identified hazard.
- ◆ Hazard Number: the number assigned to the hazard by the Safety Department.
  - ◆ Date of Hazard Identification: the date the hazard was identified by the Safety Department.
  - ◆ Hazard Description: a brief narrative summary of the hazard – what it is; where it is located; what elements it is comprised of; etc.
  - ◆ Hazard Description/Consequence: a brief narrative of the effects, results, or outcome of the hazard

- ◆ Origin of Hazard: Indicates the mechanism used to identify the hazard, i.e., operator report, near-miss, accident investigation, results of internal safety or security audit, rules compliance or training program, maintenance failure, facility or vehicle inspection, trend analysis, formal hazard analysis, etc.
- ◆ Hazard Analysis Result: the hazard severity and hazard frequency ratings initially assigned to hazard by the OMC or MTTA
- ◆ Immediate Mitigation (if needed): immediate actions that are taken to address the hazard.
- ◆ Proposed Permanent Hazard Resolution: the actions recommended by the FTA/NTSB/TSA to address the hazard and to bring it to a level of risk acceptable to management.
- ◆ Post Hazard Analysis: the hazard severity and hazard frequency ratings assigned to hazard by the Safety Department /MTTA after the hazard resolution/mitigation is implemented.
- ◆ Hazard Resolution Verification/Follow-up Activities: The method to mitigate the hazard and any associated follow-up activities.
- ◆ Date Hazard Closed: the date the hazard was closed.
- ◆ Responsible Party: person or department responsible for resolving the hazard.

## Safety Risk Mitigation

In response to all identified and assessed hazards, MTTA will take steps to mitigate the hazard and reduce or eliminate the risk to employees, riders, and the public. Mitigation strategies will be dependent on results of investigation into the elements contributing to the risks. The investigation may include more than one department and may include interviews outside of MTTA.

Actions to mitigate risk will include all employees, riders, and public who may be impacted by either the hazard or the actions to reduce or alleviate the risk. MTTA will communicate actions to appropriate staff through methods appropriate risk assessment. In some cases, immediate communication through two-way communications (dispatch system, text burst, email, or web alert) may be necessary. In other cases, bulletin board notices or memorandum posting may be appropriate.

Once a risk mitigation strategy has been implemented MTTA will monitor the actions to determine if full mitigation is possible and if not, is additional action necessary to alleviate the risk or is stepped up monitoring necessary. Some risks may not be completely mitigated but awareness to the risk will be a top priority.

All actions taken to mitigate risk will be the responsibility of the TSM, documented and linked to the initial deficiency, threat, or hazard identification step.

## Section 7. Safety Assurance

Safety performance monitoring and measurement involves the continual monitoring of the MTTA's activities to understand safety performance. Through these efforts, MTTA can determine whether it is meeting its safety objectives and safety performance targets, as well as the extent to which it is effectively implementing Safety Management Systems (SMS).

MTTA is constantly striving to maintain the highest level of safety through its monitoring methods to include adherence to policies and procedures, safety and maintenance plans, and system and employee evaluation processes. These methods allow MTTA to determine the need to make changes to improve policies, employee training and service delivery.

The TSM will monitor operations daily through observation, data analysis, communication, and safety updates to identify mitigation strategies that may be ineffective. If mitigation actions are found to be ineffective additional strategies will be developed through key and impacted staff feedback.

Through management of change, MTTA evaluates proposed or future changes that may impact MTTA's safety performance. This evaluation is done through the following steps:

- identifying potential hazards that could arise from a specific change.
- deciding who might be harmed and/or how performance would be impacted.
- evaluate the risks and decide on the precautions.
- Record and communicate the findings.

Proposed changes that may impact MTTA's safety performance must be evaluated through MTTA's Risk Management process.

Continuous improvement helps MTTA assess the overall safety performance, how well the SMS is working, and identifying/addressing any issues.

Assessments are based on annual reviews, meeting required safety performance targets, and accomplishing safety objectives specified in the Safety Management Policy Statement.

If MTTA identifies any deficiencies as part of its safety performance assessment, then a plan to address the identified safety deficiencies must be developed and carried out, under the direction of the Accountable Executive.

### **Maintenance**

#### Maintenance Standards and Procedures

Standards and procedures are included in the MTTA Maintenance Plan. In general, maintenance procedures are designed to ensure that the maintenance recommendations of the manufacturer are met, maximum efficiency in performance and operation is obtained, and maximum bus life and condition are

maintained. Daily bus inspections, an active preventive maintenance program, contractor oversight, and careful monitoring are included in procedures to ensure the safety of buses and adequacy of the fleet maintenance plan.

### **Operator Inspections**

All operators are required to perform a pre-trip and post-trip inspection to ensure that the vehicle is safe and in good operating condition. If any defects are noted by the operator, a Defect Slip is completed and, depending on the severity and extent of the defect, the vehicle may be repaired or taken out of service until a repair can be made. In the case of a defect that develops or is noted once a vehicle is in service, the operator is required to communicate the problem to Operations, who will then notify Maintenance.

### **Daily Servicing and Inspections**

The MTTA Maintenance Department inspects, and services buses used in revenue service each day. The buses are fueled and washed, all fluids are checked, tires and lugs nuts are checked, and the vehicle is inspected for any leaks or unusual noises. The Cleaners clean the bus interiors each day. When a defect is noted, it is reported to the Forman on shift so that evaluation and, if necessary, a repair can be conducted.

### **Mileage-Based Maintenance Inspections**

All buses receive preventive maintenance inspections (PMI) at designated mileage intervals. Mileages are determined by vehicle and subcomponent manufacturers and real-world experience. Oil sampling is performed periodically for both engines and transmissions. A description of the schedule and type of inspection and service performed for each bus series is included in the MTTA Maintenance Plan.

### **Outside Agency Inspections**

Every three years MTTA facilities are inspected by representatives from Occupational Safety and Health Administration (OSHA). Additionally, Oklahoma Department of Environmental Quality (ODEQ) inspects the wastewater fuel systems and Oklahoma Department of Labor inspects CNG fueling systems.

## **Operations**

### **Facility Monitoring**

Formal facility inspections of all MTTA facilities and grounds are conducted by MTTA Maintenance/Safety/Facilities quarterly using a facility checklist. The purpose of the inspections is to identify any unsafe or unhealthy conditions which may exist, and that may require maintenance or modification. Each facility is also visually inspected for compliance with OSHA and local fire codes.

Any guests to MTTA's administration facility must check in through a secured process requiring check-in and validation of visit purpose. Employees are trained on procedures for visitors in the workplace and facility access is limited through security systems.

## **Frequency**

The Training/Safety Manager conducts facility safety inspections monthly. The TSM looks for potential hazards with equipment and discuss potential hazards with employees using the equipment. Preventive maintenance of equipment and facilities is performed in accordance with the manufacturer's recommended practice. Hazards are also identified by analyzing work accident trends, through Hazard Tracking Log maintained by the Safety Department.

## **Reporting**

When deficiencies are noted during monthly inspections, they are documented and reported to the Safety Department and Facility Maintenance Coordinator. When safety hazards are noted by non-scheduled observation, they must be reported by the observer to a supervisor or TSM. Incident Forms are routed to the department, TSM or Director of Maintenance equipped to evaluate the concern and, when necessary, propose a resolution.

Along with service comments, hazards and safety incidents are regularly reported by riders or the public through the Customer Service Representatives (CSRs). Any call, email, or social media post related to safety is passed to Customer Service Relations to begin the assessment and investigation process. Once all relative information is collected the file is passed on the Safety Department for additional assessment including video, document review and caller interview. Once assessment and investigation are complete a mitigation strategy is developed.

Other customer service portals include Twitter, Instagram, and Facebook Messenger. Depending on the complaint, passengers are contacted between 7-10 days with appropriate response or thanks. Recently, MTTA has developed and implemented a web application for passengers to inform passengers of service information, but also allow feedback. MTTA provides survey information to passengers and the public to get a better understanding of the needs of the city and identify areas needing evaluation.

## **Hazard Resolution**

The primary purpose of facility inspections and hazard reporting is to identify conditions that could lead to accidents and losses. In view of this, it is crucial that all departments and employees be involved in the Facility Inspection and the Hazard Identification and Resolution processes. Hazard resolution is related to the severity of the hazard and the probability and severity of a negative consequence of the hazard.

## **Follow-up**

Corrective action for a confirmed hazard that has been identified by any established process is the responsibility of the director of the department area in which the hazard exists or the TSM This includes arranging for the services of other MTTA departments or outside parties, as necessary, to eliminate or control the hazard. The TSM may recommend additional or refresher training as part of the mitigation process.

## **Documentation**

Hazards that have been identified, proposed resolutions, and corrective actions are recorded in hard copy by the TSM and summarized in the Hazard Tracking Log.

All front-line personnel are responsible for monitoring safety and security as part of their respective positions. If a hazard is identified through observation or interaction with customers or the public, it is reported to the immediate Dispatch Supervisor as well as following MTTA's hazard reporting process.

## Safety Events

### Accident and Incident Reporting Process

All accidents and loss incidents are to be investigated. MTTA's safe driving standards require professional safe performance of all operators. To ensure better than average safety performance, MTTA employs the Transportation Safety Institute (TSI) guidelines to determine if a collision or onboard incident could have been prevented. All personnel operating any MTTA vehicle are held to this standard.

The MTTA *Operator's Manual* includes procedures and responsibilities for accident/incident investigation. The combined manuals establish procedures for accident notification, response, and investigation.

MTTA coordinates with outside law enforcement agencies if they investigate an event. Administrative staff coordinates with outside insurance providers and provides support among MTTA departments and independent investigation to manage MTTA liability and claims.

Most accidents and incidents involving MTTA are relatively minor in severity and are investigated by TSM/Security Department. Since most accidents involve buses, this section focuses on bus accidents. However, all non-bus accidents and incidents are also investigated.

### Notification

Operators are to notify the Dispatch Supervisors anytime an MTTA vehicle might have been damaged, anytime an MTTA vehicle and another vehicle come into contact, or anytime an instance occurs in where a customer may have been injured. A Dispatch Supervisor will notify the TSM and Security to head to the scene. Police and ambulance will be dispatched, if necessary.

Depending on the severity and the nature of the event, the Dispatch Supervisor will submit Emergency Management Notification Email which is available on the Operation Center Dashboard. This form generates auto notification activation to MTTA Senior Management including key responding officers (Safety & Security). Link to form --> [Emergency Management Notification Form](#) - See appendix 3

### At-Scene Procedures

Operators will adhere to the following procedures defined in the MTTA Operator's Manual:

- Notify Dispatch immediately.
- Assist the injured.
- If blocking traffic, set out reflective triangles.
- Do not move the vehicle unless required to do so by and Dispatch Supervisor, fire or police order, or impending danger from traffic.
- Hand out courtesy cards, obtain names, addresses, and phone numbers of all witnesses.



Security/ or TSM are responsible for conducting on-scene investigations of accidents and incidents. Depending on the severity and the nature of the event, various mechanisms will be used for preserving transient evidence. These may include digital photography, bus video, field sketches, interviews, and observations.

### Investigation

An attempt is made to complete the investigation of most accidents within three days. Dispatch Supervisors and Operators are required to complete an Accident/Incident Report. The Dispatch Supervisor and Operator is required to file both reports electronically as well as a hard copy and attach all relevant media for use by the TSM.

A Report of Injury Form must be completed if an employee suffers an injury or illness as a result of an accident or incident.

## Accident Review Process

Accidents and Incidents are classified as Preventable or Non-Preventable.

Preventable accidents are defined as those accidents that could have been reasonably avoided if the operator had followed all defensive driving techniques as established by the National Transit Institute (NTI). After reviewing all related documents and evidence, the investigating TSM makes an independent preliminary determination of whether the accident was preventable and passes the report to the Safety Solution Team to conduct a root cause analysis.

The Safety Solution Team is a means by which MTTA seeks to achieve its stated Safety Plan. Members, representative of each department, meet at least monthly to solve problems, discuss safety issues, and review the safety inspection of each area of the company. These meetings enable the Committee to be proactive in preventing accidents or exposure to accidents.

The Safety Solution Team is a team effort. Suggestions and input regarding safety are sought from all levels of employees.

### Hazard Resolution

The primary purpose of the Accident Investigation process is to determine the cause(s) of accidents so that they may be prevented or mitigated in the future. To this end, it is crucial that all relevant departments be appropriately involved in the process. A serious attempt is made to use lessons learned through the investigatory process to incorporate hazard resolutions into future procedures, designs, construction, modifications, training, and procurements.

### Follow-up

Follow-up in the form of corrective actions is the responsibility of the Safety Department. The responsibility may be delegated to the employee's manager, supervisor.

Any disciplinary action will be assessed using the *MTTA Employee Handbook and Collective Bargaining Agreement procedures and policies*. Disciplinary consequences for accidents may include warnings,

suspensions, or discharge. Remedial or refresher training is provided, in most cases, for employees who have been involved in preventable accidents.

### Internal Reporting

The Training/Safety Manager is responsible for ensuring that all accident reports are completed and filed.

#### Documentation

The Safety Department maintain the accident investigation documentation.

### Performance Measures

Through a series of performance measures relative to operations, maintenance, and safety, MTTA can monitor the system's safety by identifying trends and gaps in policies, procedures, training, and monitoring efforts. The following performance measures are on a daily, monthly, and quarterly basis.

#### Maintenance

- ◆ **Preventive Maintenance On-time Inspection Percentage** – determines the effectiveness of the maintenance department to ensure all inspections are conducted per manufacturing and MTTA mileage intervals.
- ◆ **Vehicles Removed from Revenue Service** – tracks vehicles removed from service due to a mechanical defect developed while in service requiring immediate service either on-site of failure or once returned to the facility.
- ◆ **Annual Vehicle Condition Assessment** – through annual inspection, determines on a scale of 1-5 the overall condition of the asset. This performance measure is also used in annual updates of MTTA's Transit Asset Management Plan.

#### Operations

- ◆ **Customer Complaints Per Month** – tracks all customer complaints to identify areas of deficiency with vehicle, driver or other MTTA areas. Safety-related complaints are immediately routed to a supervisor on-duty or the TSM for investigation mitigation and response. Complaints may be a result of phone calls, website or MTTA public forums.
- ◆ **On-time Performance** – serves as an indicator to issues with time management, environmental factors, scheduling, and vehicle and driver performance.
- ◆ **On-board Surveys** – conducted annually, allow MTTA to receive rider feedback about operator performance, customer service, and vehicle safety.

#### Safety

- ◆ **Safety Performance Measure: Fatalities** (total number of reportable fatalities and rate per total vehicle revenue miles by mode)

- ◆ **Safety Performance Measure: Injuries** (total number of reportable injuries and rate per total vehicle revenue miles by mode)
- ◆ **Safety Performance Measure: Safety Events** (total number of reportable events and rate per total vehicle revenue miles by mode)
- ◆ **Safety Performance Measure: System Reliability** (mean distance between major mechanical failures by mode)

## Section 8. Safety Promotion

### Training

There are formal training programs for Operators, Maintenance employees and Operations employees. These include training classes, manuals, MTTA Standard Operating Procedures, de-escalation training, and on-the-job training.

The safety component of training is designed to make employees aware of the hazards associated with their jobs and the appropriate methods for controlling these hazards. The training is intended to motivate employees to work safely. Trainings fall into three main categories: (1) Initial, (2) Periodic, and (3) Remedial or Refresher.

### New Employee Orientation

- ◆ All new employees receive training in Alcohol and Substance Abuse, Blood Borne Pathogens, ADA, Fire Safety, Ergonomics, Hazard Communication, System Security, Severe Weather, and Avoiding Slips, Trips and Falls. All new Maintenance employees also receive training in Hazard Communication, Personal Protective Equipment, Right to Know, Fire Extinguishers, Lock-Out Tag Out, Spill Cleanup, and Forklift Safety.
- ◆ Our trainers are certified with the Transportation Safety Institute (TSI).
- ◆ Topics may be added to the training curriculum based on trends identified by the Safety Division resulting in new or modified training. Specialty training from outside organization happens periodically including Office of Homeland Security training.
- ◆ All new Operators receive extensive training in bus maneuvering, customer relations and emergency procedures using U.S. Department of Transportation (USDOT) guidelines provided through the TSI.
- ◆ MTTA complies with Americans with Disability (ADA) rules and regulations and all Operators are fully trained in the use of wheelchair lifts on the buses and the restraining of mobility devices. All Operators receive sensitivity training concerning issues dealing with the elderly, disabled, and special needs passengers.

- ◆ All operators who successfully complete the Operator Training Class receive a certificate from TSI.
- ◆ Maintenance employees receive training through vendors for specific areas of training for vehicles and equipment. OSHA may provide training periodically as well.
- ◆ Average new hire training includes 6-8 weeks of training and evaluation before employees are released to perform their job without a training staff member.

### **Instructions and Training**

All management employees have the responsibility to instruct new employees along the following lines:

- ◆ General rules and regulations that apply specifically to his/her department.
- ◆ The hazards of a job, such as mechanical hazards, lifting or handling heavy objects, eye hazards, and personal protective equipment. The Safety and Training Department is responsible for the Occupational Safety and Health Act (OSHA) compliance training.
- ◆ The details of the job and any special precautions needed.
- ◆ Foremen/supervisors monitor the performance of all new employees and potential unsafe conditions. Any unsafe conditions are communicated to the Safety and Training Department for investigation and corrective action.

### **Quarterly Training**

All employees receive once a year training on various topics depending on trends and industry recommendations. Topics include Blood Borne Pathogens, Hazard Communication, Traffic Laws, De-Escalation, Reduce Fare Cards, Stop Announcement Requirements, Customer Service, and Drug and Alcohol Awareness refresher. The Safety Division reviews video of previous incidents or accidents to prevent them from happening again. Once a year depending on the weather, the trainers provide refresher hands-on training for: mobility device securement, mirror stations, rock and roll, and bike racks. Training classes are scheduled at multiple times to ensure all employees can participate in the 2.5 – 3-hour training.

### **Executive Leadership/Key Staff Training**

Talk about which employees will receive full TSSP training, which positions will receive partial training and which specific classes those are.

### **Safety Messages**

Each week safety messages are created based on trends or seasonal conditions. The maintenance department reviews these with their employees every day. For the bus operations they are placed in placards and put on tables in the operator’s area for them to read.

### **Safety Pop-Ups**

Quarterly Pop-Ups sessions are held to remind all employees of safety. Each quarter a theme is selected, and each division puts their spin on it for how the safety topic relates to their division.

## System Modification Design Review and Approval

### General Process

The MTTA bus system is regularly modified in response to operational experience, the addition of new types of service, and changes in service design and levels. MTTA's philosophy is to use appropriate new technologies to benefit the environment and the community it serves. The challenge is to review any proposed modification adequately before it is approved. Any proposed modification should be evaluated to ensure it is compatible with existing systems and does not introduce new hazards to the system or reduce the effectiveness of existing hazard controls.

Equipment modifications may be proposed by any employee of any department that uses the equipment. Changes may also occur from an analysis of reliability performance, historical data, and available improvements in equipment design and components.

### Modification Design Review

A review of any modification in equipment design shall be made by the Executive Director and managers of the department responsible for the equipment. It is an informal practice to include the Training/Safety Department and Director of Operations in the review of any change that might affect safety. The impact on the safety of all designs and specifications should be identified and evaluated before the change is approved. Some of the areas to be considered include but are not limited to:

- ◆ Hazardous Materials (handling and use)
- ◆ Motor Vehicle Safety
- ◆ Human Factor
- ◆ Occupational Health and Safety
- ◆ Materials Compatibility
- ◆ Fire Protection
- ◆ Lighting
- ◆ Braking systems
- ◆ Mirrors
- ◆ Warning Devices

Modifications must not be made before it is determined how they might affect the safety of the system, or any other systems. Other departments may evaluate a proposed change to determine its compatibility with other systems (e.g., hoists, fueling systems, communications systems). The evaluation may also include a review of applicable regulations, such as the Federal Motor Vehicle Safety Standards and Regulations and the U.S. Department of Labor's Occupational Safety and Health Act.

Testing may also be performed to evaluate the safety of a proposed modification. The testing of small changes may be minimal. For substantial modifications, extensive field testing, mock-ups, and structural evaluations may be employed.

### **Modification Design Approval**

Final approval is generally made by either the Director of Maintenance or the Director of Planning. When modifications are made by a bus manufacturer, the Director of Maintenance works with the manufacturer, and contractual changes may be made. If changes are substantial, additional training will be provided for maintenance and operation staff.

### **Monitoring**

Once a modification is put in place, feedback from the operating department is solicited to evaluate the performance of the modification. Unsolicited input from the operating department and its employees (end users) is also encouraged. Depending on the nature of the modification, Human Resources, Planning, and the Safety Divisions may be involved for input.

### **Documentation**

The Maintenance Department is responsible for documenting any vehicle modifications. Facilities Services is responsible for documenting any modifications made to a facility. Documentation may involve changing diagrams, schematics, manuals, service bulletins, service intervals, standard operating procedures, and Safety Data Sheets. Maintenance Supervisors are responsible for updating Safety Data Sheets based on input from product manufacturers.

### **Routes**

Route modifications are designed by the Planning Department. Planning may use a current Operator to test routing and bus stop placement. This experience-based, real-world process is designed to protect the safety of the transit bus, transit passengers, other vehicles, and pedestrians.

The Planning Department informs the Operations Department and Safety Division of any proposed route modifications. The Planning Department can request that the Safety Committee evaluate a specific proposal, or the Committee can choose to evaluate any proposed modifications.

Transit operations management may request a route modification it believes will improve operations. It may also choose to evaluate a modification that has been proposed by another department. Input from individual Operators is encouraged through the Incident Report Form, direct communication, and periodic surveying of Operators conducted by Service Planners.

Finally, the Planning Department maintains a cooperative working relationship with the appropriate planning and road departments of all municipal levels of government within which MTTA operates.

### **Safety Communication**

MTTA, through its “open door” policy, encourages its employees to share ideas, provide feedback and communicate any safety or security concerns. In turn, MTTA is committed to providing information to employees to keep them safe, but also, their riders and the public safe.

MTTA uses the following methods to provide immediate and non-immediate information to employees:

- ◆ Monthly company newsletter.
- ◆ Two-way radio announcements.
- ◆ Mobile data terminal burst announcements.
- ◆ In-service training.
- ◆ Safety posters.
- ◆ Monthly safety documents through ADP.
- ◆ Updated daily bulletin board.
- ◆ Monitor displays in centralized locations.
- ◆ Operational dashboards/portals available on tablets in Ops room.

## Section 9. Definitions of Terms Used in the Safety Plan

MTTA incorporates all of FTA's definitions that are in 49 CFR § 673.5 of the Public Transportation Agency Safety Plan regulation.

- ◆ **Accident** means an Event that involves any of the following: A loss of life; a report of a serious injury to a person; a collision of public transportation vehicles; a runaway train; an evacuation for life safety reasons; or any derailment of a rail transit vehicle, at any location, at any time, whatever the cause.
- ◆ **Event** means any Accident, Incident, or Occurrence.
- ◆ **Hazard** means any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment.
- ◆ **Incident** means an event that involves any of the following: a personal injury that is not a serious injury; one or more injuries requiring medical transport; or damage to facilities, equipment, rolling stock, or infrastructure that disrupts the operations of a transit agency.
- ◆ **Investigation** means the process of determining the causal and contributing factors of an accident, incident, or hazard, for the purpose of preventing recurrence and mitigating risk.
- ◆ **National Public Transportation Safety Plan** means the plan to improve the safety of all public transportation systems that receive Federal financial assistance under 49 U.S.C. Chapter 53.
- ◆ **Occurrence** means an Event without any personal injury in which any damage to facilities, equipment, rolling stock, or infrastructure does not disrupt the operations of a transit agency.
- ◆ **Operator** of a public transportation system means a provider of public transportation as defined under 49 U.S.C. 5302.
- ◆ **Performance measure** means an expression based on a quantifiable indicator of performance or condition that is used to establish targets and to assess progress toward meeting the established targets.
- ◆ **Performance target** means a quantifiable level of performance or condition, expressed as a value for the measure, to be achieved within a time period required by the FTA.

- ◆ **Public Transportation Agency Safety Plan (or Agency Safety Plan)** means the documented comprehensive Agency Safety Plan for a transit agency that is required by 49 U.S.C. 5329 and Part 673.
- ◆ **Risk** means the composite of predicted severity and likelihood of the potential effect of a hazard.
- ◆ **Risk mitigation** means a method or methods to eliminate or reduce the effects of hazards.
- ◆ **Safety Assurance** means processes within a MTTA’s Safety Management System that function to ensure the implementation and effectiveness of safety risk mitigation, and to ensure that the transit agency meets or exceeds its safety objectives through the collection, analysis, and assessment of information.
- ◆ **Safety Management Policy** means a MTTA’s documented commitment to safety, which defines the MTTA’s safety objectives and the accountabilities and responsibilities of its employees in regard to safety.
- ◆ **Safety Management System** means the formal, top-down, organization-wide approach to managing safety risk and assuring the effectiveness of a transit agency's safety risk mitigation. SMS includes systematic procedures, practices, and policies for managing risks and hazards.
- ◆ **Safety performance target** means a performance target related to safety management activities.
- ◆ **Safety Promotion** means a combination of training and communication of safety information to support SMS as applied to the MTTA's public transportation system.
- ◆ **Safety risk assessment** means the formal activity whereby MTTA’s determines Safety Risk Management priorities by establishing the significance or value of its safety risks.
- ◆ **Safety Risk Management** means a process within a MTTA’s Safety Plan for identifying hazards and analyzing, assessing, and mitigating safety risk.
- ◆ **Serious injury** means any injury which: (1) Requires hospitalization for more than 48 hours, commencing within 7 days from the date when the injury was received; (2) Results in a fracture of any bone (except simple fractures of fingers, toes, or noses); (3) Causes severe hemorrhages, nerve, muscle, or tendon damage; (4) Involves any internal organ; or (5) Involves second or third-degree burns, or any burns affecting more than 5 percent of the body surface.
- ◆ **Transit agency** means an operator of a public transportation system.
- ◆ **Transit Asset Management Plan** means the strategic and systematic practice of procuring, operating, inspecting, maintaining, rehabilitating, and replacing transit capital assets to manage their performance, risks, and costs over their life cycles, for the purpose of providing safe, cost effective, and reliable public transportation, as required by 49 U.S.C. 5326 and 49 CFR Part 625.

## Section 10. Commonly Used Acronyms

Acronym	Word or Phrase
10/50	Radio Code for Wheelchair
ADA	Americans With Disabilities Act
BRT	Bus Rapid Transit
CM	Configuration Management
COTPA	Central Oklahoma Transportation and Parking Authority
TSM	Training/Safety Manager
CSR	Customer Service Representative



DAS	Denver Avenue Station
DOT	Department Of Transportation
EEO	Equal Employment Opportunity
FTA	Federal Transit Authority
ITS	Intelligent Transportation Systems
MMS	Memorial Midtown Station
MTTA	Metropolitan Tulsa Transit Authority
MVR	Motor Vehicle Record
NFPA	National Fire Protection Association
NTD	National Transit Database
NTSB	National Transportation Safety Board
ODOT	Oklahoma Department of Transportation
OMC	Acceptable Means of Compliance
OSHA	Occupational Safety and Health Administration
PHA's	Preliminary Hazard Assessments
PPE	Personal Protective Equipment
PTASP	Public Transportation Agency Safety Plan
SOP	Standard Operating Procedure
SSC	Safety Solution Committee
SSOC	State Safety Oversight Committee
TMS's	Transportation Management Systems
TSA	Transportation Security Administration
TSI	Transportation Safety Institute
TSI	Transportation Safety Institute
TSSP	Transportation Sector-Specific Plan
TVA's	Threat and Vulnerability Assessments
USDOT	U.S. Department of Transportation

## Section 11.

### Public Health

Through the Safety Risk Management Process Metropolitan Tulsa Transit Authority identifies strategies to minimize exposure to infectious diseases, consistent with guidelines of **The Centers for Disease Control and Prevention (CDC) and State authority**. Metropolitan Tulsa Transit Authority takes pride in making sure our transit vehicles and bus station are cleaned daily and prepared to serve our passengers. Public transportation is an essential part of urban life, providing convenience and accessibility for millions of people worldwide. However, it gets risky to travel in one as it is also a breeding ground for germs and infectious disease, especially in densely populated areas. As we continue to navigate the challenges posed by infectious diseases, it's crucial to take precautions when using public transport services. We minimize infectious diseases to the public by minimizing exposure to the public. Our cleaning crew daily clean our transit vehicles, and facilities. Bathrooms, and high touch surfaces (such as tables, doors/door handles, rails, windows, counter tops, chairs, and bench tops) are disinfected using with hot water and detergent, periodically washing the walls and ceilings. Thoroughly washing and drying mops, brushes, and cloths after every use. When using disinfectants, staff always

wear gloves, cleaning the surfaces before using the disinfectant, and always following the manufacturer's instructions exactly.

## Section 12. Additional Information

This PTASP was developed from information in other MTTA documents, policies and procedures and manuals. Those documents are listed below:

- ◆ MTTA Employee Handbook
- ◆ Safety Security Emergency Preparedness Plan (SSEPP)
- ◆ Vehicle Maintenance Plan
- ◆ Facility Maintenance Plan
- ◆ Training Manual
- ◆ Safety Plan
- ◆ Emergency Response Procedures
- ◆ Business Continuity Plan
- ◆ Office Employee Handbook
- ◆ Collective Bargaining Agreement
- ◆ Companies TAM PLAN
- ◆ Preliminary Hazard Analysis Form
- ◆ Exposure Control Plan

## Appendix

Appendix1) Accident Form

Appendix 2) Incident Form

Appendix 3) Safety First

Appendix 4) Emergency Alert

Appendix 5) Mental Health Association Oklahoma Information

**QUESTIONS ABOUT THESE POLICIES**

Any questions regarding this policy or about SAFETY in general should be directed to:

Safety and Training Manager/Crystal Carter  
Metropolitan Tulsa Transit Authority  
510 S. Rockford Ave.  
Tulsa OK 74120  
(918) 699-0222

\_\_\_\_\_  
Crystal Carter, Safety & Training Manager

\_\_\_\_\_  
Date

\_\_\_\_\_  
Scott Marr, MTTA General Manager

\_\_\_\_\_  
Date

The MTTA Board of Directors has adopted the foregoing Public Transportation Agency Safety Plan.

\_\_\_\_\_  
Adam Doverspike, Board Chair

\_\_\_\_\_  
Date

**METROPOLITAN TULSA TRANSIT AUTHORITY**  
**BOARD MEETING**  
**January 23, 2024**  
**Operating/Marketing Committee**

To: Board of Trustees  
From: Lori Soderstrom, Director of Human Resources  
Subject: Approval of revised Safety Sensitive Drug & Alcohol Policy

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**Recommendation**

Approve the revised Safety Sensitive Drug & Alcohol Policy as of March 1, 2024.

1. Safety Sensitive Drug & Alcohol Policy for Employees:

Revised policy to go along with the FTA audit done in December 2023. FTA recommended using the custom policy builder for MTTA on their website. The new policy will be sent to FTA after Board Approval.

**Metropolitan Tulsa Transit Authority - Policy Manual Review Interview**  
**Item Action 3/7/2024 Question #: 1**

1 Question: LOCAL BOARD ADOPTION: Has the policy, as most recently revised, been adopted by the local governing board of the employer, or other responsible individual with appropriate authority?

Answer: Other. During the pre-audit period, the employer decided to update its existing non-compliant policy with the policy generator by the FTA's online policy builder tool. This policy will be reviewed for compliance and then brought to the board for approval.

Supplemental Answer: In response to this finding, submit to FTA documentation that the new policy has been approved and distributed to all safety-sensitive employees.

FTA Rule Requirement: Section 655.15 states: "The local governing board of the employer or operator shall adopt an anti-drug and alcohol misuse policy statement."

**Background**

The previous Alcohol & Substance Abuse Policy approved by the Board was on May 23, 2023.

**Financial Impact**

There is no financial impact in approving these Policies.

# Metropolitan Tulsa Transit Authority

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# Drug and Alcohol Policy

Effective as of 03/01/2024

Adopted by: \_\_\_\_\_

MTTA Board Chair

Date Adopted: 01/23/2024

Last Revised: 07/01/2023

# Table of Contents

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## I. Purpose of Policy

This policy complies with 49 CFR Part 655, as amended and 49 CFR Part 40, as amended. Copies of Parts 655 and 40 are available in the drug and alcohol program manager's office and can be found on the internet at the Federal Transit Administration (FTA) Drug and Alcohol Program website <http://transit-safety.fta.dot.gov/DrugAndAlcohol/>.

All covered employees are required to submit to drug and alcohol tests as a condition of employment in accordance with 49 CFR Part 655.

Portions of this policy are not FTA-mandated but reflect Metropolitan Tulsa Transit Authority's policy. These additional provisions are identified by **bold text**.

In addition, DOT has published 49 CFR Part 32, implementing the Drug-Free Workplace Act of 1988, which requires the establishment of drug-free workplace policies and the reporting of certain drug-related offenses to the FTA.

**All Metropolitan Tulsa Transit Authority employees are subject to the provisions of the Drug-Free Workplace Act of 1988.**

**The unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited in the covered workplace. An employee who is convicted of any criminal drug statute for a violation occurring in the workplace shall notify the Drug and Alcohol Program Manager/DER at 918-699-0207 or the Director of Human Resources/DER 918-699-0220 no later than five days after such conviction.**

## 2. Covered Employees

This policy applies to every person, including an applicant or transferee, who performs or will perform a "safety-sensitive function" as defined in Part 655, section 655.4.

You are a covered employee if you perform any of the following:

- Operating a revenue service vehicle, in or out of revenue service
- Operating a non-revenue vehicle requiring a commercial driver's license
- Controlling movement or dispatch of a revenue service vehicle
- Maintaining (including repairs, overhaul and rebuilding) of a revenue service vehicle or equipment used in revenue service
- Carrying a firearm for security purposes

See Attachment A for a list of covered positions by job title.

### 3. Prohibited Behavior

Use of illegal drugs is prohibited at all times. Prohibited drugs include:

- marijuana
- cocaine
- phencyclidine (PCP)
- opioids
- amphetamines

All covered employees are prohibited from performing or continuing to perform safety-sensitive functions while having an alcohol concentration of 0.04 or greater.

All covered employees are prohibited from consuming alcohol while performing safety-sensitive job functions or while on-call to perform safety-sensitive job functions. If an on-call employee has consumed alcohol, they must acknowledge the use of alcohol at the time that they are called to report for duty. If the on-call employee claims the ability to perform his or her safety-sensitive function, he or she must take an alcohol test with a result of less than 0.02 prior to performance.

All covered employees are prohibited from consuming alcohol within four (4) hours prior to the performance of safety-sensitive job functions.

All covered employees required to take a post-accident test are prohibited from consuming alcohol for eight (8) hours following involvement in an accident or until he or she submits to the post-accident drug and alcohol test, whichever occurs first.

### 4. Consequences for Violations

Following a positive drug or alcohol (BAC at or above 0.04) test result or test refusal, the employee will be immediately removed from safety-sensitive duty and provided with contact information for Substance Abuse Professionals (SAPs).

Following a BAC of 0.02 or greater, but less than 0.04, the employee will be immediately removed from safety-sensitive duties until the start of their next regularly scheduled duty period (but for not less than eight hours) unless a retest results in the employee's alcohol concentration being less than 0.02.

#### Zero Tolerance

**Per Metropolitan Tulsa Transit Authority policy, any employee who tests positive for drugs or alcohol (BAC at or above 0.04) or refuses to test will be terminated from employment.**



## 5. Circumstances for Testing

### Pre-Employment Testing

A negative pre-employment drug test result is required before an employee can first perform safety-sensitive functions. If a pre-employment test is cancelled, the individual will be required to undergo another test and successfully pass with a verified negative result before performing safety-sensitive functions.

If a covered employee has not performed a safety-sensitive function for 90 or more consecutive calendar days and has not been in the random testing pool during that time, the employee must take and pass a pre-employment test before he or she can return to a safety-sensitive function.

A covered employee or applicant who has previously failed or refused a DOT drug and/or alcohol test must provide proof of having successfully completed a referral, evaluation, and treatment plan meeting DOT requirements.

### Reasonable Suspicion Testing

All covered employees shall be subject to a drug and/or alcohol test when Metropolitan Tulsa Transit Authority has reasonable suspicion to believe that the covered employee has used a prohibited drug and/or engaged in alcohol misuse. A reasonable suspicion referral for testing will be made by a trained supervisor or other trained company official on the basis of specific, contemporaneous, articulable observations concerning the appearance, behavior, speech, or body odors of the covered employee.

Covered employees may be subject to reasonable suspicion drug testing any time while on duty. Covered employees may be subject to reasonable suspicion alcohol testing while the employee is performing safety-sensitive functions, just before the employee is to perform safety-sensitive functions, or just after the employee has ceased performing such functions.

### Post-Accident Testing

Covered employees shall be subject to post-accident drug and alcohol testing under the following circumstances:

#### Fatal Accidents

As soon as practicable following an accident involving the loss of a human life, drug and alcohol tests will be conducted on each surviving covered employee operating the public transportation vehicle at the time of the accident. In addition, any other covered employee whose performance could have contributed to the accident, as determined by Metropolitan Tulsa Transit Authority using the best information available at the time of the decision, will be tested.

#### Non-fatal Accidents

As soon as practicable following an accident not involving the loss of a human life, drug and alcohol tests will be conducted on each covered employee operating the public transportation vehicle at the time of the accident if at least one of the following conditions is met:

- (1) The accident results in injuries requiring immediate medical treatment away from the scene, unless the covered employee can be completely discounted as a contributing factor to the accident
- (2) One or more vehicles incurs disabling damage and must be towed away from the scene, unless the covered employee can be completely discounted as a contributing factor to the accident

In addition, any other covered employee whose performance could have contributed to the accident, as determined by Metropolitan Tulsa Transit Authority using the best information available at the time of the decision, will be tested.

A covered employee subject to post-accident testing must remain readily available, or it is considered a refusal to test. Nothing in this section shall be construed to require the delay of necessary medical attention for the injured following an accident or to prohibit a covered employee from leaving the scene of an accident for the period necessary to obtain assistance in responding to the accident or to obtain necessary emergency medical care.

## Random Testing

Random drug and alcohol tests are unannounced and unpredictable, and the dates for administering random tests are spread reasonably throughout the calendar year. Random testing will be conducted at all times of the day when safety-sensitive functions are performed.

Testing rates will meet or exceed the minimum annual percentage rate set each year by the FTA administrator. The current year testing rates can be viewed online at [www.transportation.gov/odapc/random-testing-rates](http://www.transportation.gov/odapc/random-testing-rates).

The selection of employees for random drug and alcohol testing will be made by a scientifically valid method, such as a random number table or a computer-based random number generator. Under the selection process used, each covered employee will have an equal chance of being tested each time selections are made.

A covered employee may only be randomly tested for alcohol misuse while the employee is performing safety-sensitive functions, just before the employee is to perform safety-sensitive functions, or just after the employee has ceased performing such functions. A covered employee may be randomly tested for prohibited drug use anytime while on duty.

Each covered employee who is notified of selection for random drug or random alcohol testing must immediately proceed to the designated testing site.

## 6. Testing Procedures

All FTA drug and alcohol testing will be conducted in accordance with 49 CFR Part 40, as amended.

### Dilute Urine Specimen

If there is a negative dilute test result, Metropolitan Tulsa Transit Authority will accept the test result and there will be no retest, unless the creatinine concentration of a negative dilute specimen was greater than or equal to 2 mg/dL, but less than or equal to 5 mg/dL.

Dilute negative results with a creatinine level greater than or equal to 2 mg/dL but less than or equal to 5 mg/dL require an immediate recollection under direct observation (see 49 CFR Part 40, section 40.67).

### Split Specimen Test

In the event of a verified positive test result, or a verified adulterated or substituted result, the employee can request that the split specimen be tested at a second laboratory. Metropolitan Tulsa Transit Authority guarantees that the split specimen test will be conducted in a timely fashion. **MTTA will not pay for the split specimen and will not detour the timelessness of the test - employees will be required to pay for the split specimen test.**

## 7. Test Refusals

As a covered employee, you have refused to test if you:

- (1) Fail to appear for any test (except a pre-employment test) within a reasonable time, as determined by Metropolitan Tulsa Transit Authority.
- (2) Fail to remain at the testing site until the testing process is complete. An employee who leaves the testing site before the testing process commences for a pre-employment test has not refused to test.
- (3) Fail to provide a specimen for a drug or alcohol test. An employee who does not provide a specimen because he or she has left the testing site before the testing process commenced for a pre-employment test has not refused to test.
- (4) In the case of a directly observed or monitored urine drug collection, fail to permit monitoring or observation of your provision of a specimen.
- (5) Fail to provide a sufficient specimen for a drug or alcohol test without a valid medical explanation.
- (6) Fail or decline to take a second drug test as directed by the collector or Metropolitan Tulsa Transit Authority.
- (7) Fail to undergo a medical evaluation as required by the MRO or Metropolitan Tulsa Transit Authority's Designated Employer Representative (DER).
- (8) Fail to cooperate with any part of the testing process.
- (9) Fail to follow an observer's instructions to raise and lower clothing and turn around during a directly observed urine drug test.

- (10) Possess or wear a prosthetic or other device used to tamper with the collection process.
- (11) Admit to the adulteration or substitution of a specimen to the collector or MRO.
- (12) Refuse to sign the certification at Step 2 of the Alcohol Testing Form (ATF).
- (13) Fail to remain readily available following an accident.

As a covered employee, if the MRO reports that you have a verified adulterated or substituted test result, you have refused to take a drug test.

As a covered employee, if you refuse to take a drug and/or alcohol test, you incur the same consequences as testing positive and will be immediately removed from performing safety-sensitive functions and provided with contact information for SAPs.

## 8. Voluntary Self-Referral

**Any employee who has a drug and/or alcohol abuse problem and has not been notified of the requirement to submit to reasonable suspicion, random or post-accident testing or has not refused a drug or alcohol test may voluntarily refer her or himself to the CommunityCare Employee Assistance Program, Terry Stover, Senior Manager – phone # 918-857-1955 tstover@ccok.com, who will refer the individual to a substance abuse counselor for evaluation and treatment.**

**The substance abuse counselor will evaluate the employee and make a specific recommendation regarding the appropriate treatment. Employees are encouraged to voluntarily seek professional substance abuse assistance before any substance use or dependence affects job performance.**

**Any safety-sensitive employee who admits to a drug and/or alcohol problem will immediately be removed from his/her safety-sensitive function and will not be allowed to perform such function until successful completion of a prescribed rehabilitation program.**

## 9. Prescription Drug Use

**The appropriate use of legally prescribed drugs and non-prescription medications is not prohibited. However, the use of any substance which carries a warning label that indicates that mental functioning, motor skills, or judgment may be adversely affected must be reported to the Drug and Alcohol Program Manager/DER at 918-699-0207 or the Director of Human Resources Director/DER 918-699-0220. Medical advice should be sought, as appropriate, while taking such medication and before performing safety-sensitive duties.**

## 10. Contact Person

For questions about Metropolitan Tulsa Transit Authority’s anti-drug and alcohol misuse program, contact the Drug and Alcohol Program Manager/DER at 918-699-0207 or the Director of Human Resources/DER at 918-699-0220 or email: DER@tulsatransit.org.

\_\_\_\_\_  
Lori Soderstrom, Director of Human Resources

\_\_\_\_\_  
Date

\_\_\_\_\_  
Scott Marr, MTTA General Manager

\_\_\_\_\_  
Date

The MTTA Board of Directors has adopted the foregoing Drug and Alcohol Policy.

\_\_\_\_\_  
Adam Doverspike, Board Chair

\_\_\_\_\_  
Date

## Attachment A: Covered Positions

Bus Operator  
Dispatcher  
General Maintenance  
Master Mechanic  
Mechanic  
Mechanic A  
Mechanic A Paint and Body  
Mechanic Apprentice  
Mechanic B  
Mechanic B Paint and Body  
Mechanic Master Paint and Body  
Rideshare Dispatch  
Rideshare Jr. Utility  
Rideshare Manager  
Rideshare Operator  
Rideshare Trainer  
Road Supervisor  
Security Officer  
Security Supervisor  
Senior General Maintenance  
Transit Fleet Technology Coordinator  
Transportation Manager  
Transportation Supervisor  
Transportation Trainer

# Service Goals

Fixed Route

Para

Micro



## Fixed Route Goals

	Current	New	Notes
<b>1) Operate a Safe Transit System</b>			
Preventable Vehicle Accidents per 100k Miles	1.8	2	
<b>2) Meet and Exceed Customer Expectations</b>			
Complaints per 10k Boardings	4.35	25	All complaints
On-time Performance	85.00%	90	Based off 10 minute window
Miles Between Road Calls	7,500	7500	
<b>3) Maintain a Quality Workforce</b>			
Operator Absences per Weekday	9	9	Will move to Weekly not just by day
Total Absences per Weekday	12	0	Moving to full company
Employee Turnover	35.00%	50	Based off those who get out of the 90 day probation
<b>4) Operate an Effective System</b>			
Ridership	235,416	195,000.00	
Passengers per Service Hour	14	13	based off Revenue Hour
Average Weekday Ridership	10,000	8125	Based off 24 days- weekdays and weekends
Average Saturday Ridership	4,500	0	move to above- as Monday-Sat is level and Sunday is BRT for Fixed route only
<b>5) Operate an Efficient System</b>			
Cost Per Service Hour	82.5	115	
Cost Per Trip	6.16	11.8	based off 2.25M and 195K trips
Fare Revenue per Trip	0.78	0.78	Fare capping



# Para Transit Goals

Description	Current Goal	New Goal	Notes
<b>1) Operate a Safe Transit System</b>			
Preventable Van Accidents per 100k Miles	1.2	2	
<b>2) Meet and Exceed Customer Expectations</b>			
Complaints per 10k Boardings	23	25	
On-time Performance	95%	95	
Miles Between Road Calls	22500	18000	Aging fleet
<b>3) Maintain a Quality Workforce</b>			
Operator Absences per Weekday	0	5	Will move to Weekly not just by day
Employee Turnover	50%	50	Based off those who get out of the 90 day probation
<b>4) Operate an Effective System</b>			
Ridership	9082	6200	
Van Passengers per Service Hour	2	2	
Average Weekday Ridership	470	222	Based off Ridership/28 day average month- Will be 7 days a week not just weekday
<b>5) Operate an Efficient System</b>			
Cost Per Service Hour	72.25	137	based off 354K a month and 4000 hours
Cost Per Trip	50.91	57	based off 354K a month and 6200 trips
Fare Revenue per Trip	2.79	3	rate increase <b>Page 97 of 110</b>

# Micro Transit Goals

Description	Current Goal	New Goal	
<b>1) Operate a Safe Transit System</b>			
Preventable Van Accidents per 100k Miles	1.2	2	
<b>2) Meet and Exceed Customer Expectations</b>			
Complaints per 10k Boardings	23	25	
On-time Performance	95%	95	
Miles Between Road Calls	22500	18000	same vehicles as AccessLink
<b>3) Maintain a Quality Workforce</b>			
Employee Turnover	50%	50	same employees as AccessLink
<b>4) Operate an Effective System</b>			
Ridership	0	6600	
Van Passengers per Service Hour	2	2.5	
Average Weekday Ridership	200	236	change to average daily and based from 6600 and 28 days
<b>5) Operate an Efficient System</b>			
Cost Per Service Hour	0	89	based off 196K a month and hours trips
Cost Per Trip	0	30	based off 196K a month and 6600 trips
Fare Revenue per Trip	0	0.78	same as fixed route



# MARKETING LAUNCH PLAN



# **VIDEO ANNOUNCEMENT**

*ANNOUNCEMENT WILL BE MADE AT SWTA  
(SOUTHWESTERN TRANSIT ASSOCIATION)  
EXPO HELD AT COX CONVENTION CENTER  
TO INDUSTRY COLLEAGUES BY SCOTT.  
VIDEO WILL BE USED THROUGHOUT  
BRANDING LAUNCH.*



# STEP 1: EMPLOYEE COMMUNICATION

1

## TOWNHALL MEETINGS

*Notify the MTTA team with executive staff present future rebranding efforts.*

2

## NEWSLETTER

*Provides written communication on rebranding efforts and expectations*

3

## ADP

*Universal communication with all employees.*



# STEP 2: RESEARCH PARTICIPANT COMMUNICATION

COMMUNICATE WITH ALL PARTNERS THAT PARTICIPATED IN THE BRAND RESEARCH ON THE UPCOMING REBRAND JUST SHORTLY BEFORE THE PRESS RELEASE.



## STEP 3: MEDIA RELATIONS

SEND OUT MEDIA ALERT WITH SCHEDULED NEWS CONFERENCE WITH GENERAL MANAGER SCOTT MARR AND TULSA MAYOR PRESENT TO UNVEIL WRAPPED BUS WITH THE OFFICIAL LAUNCH DATE OF MARCH 11TH, 2024.





# STEP 4: SOCIAL MEDIA CAMPAIGN

SOCIAL MEDIA POSTS ANNOUNCING  
NEW NAME THE DAYS AFTER PRESS  
CONFERENCE AND BUS UNVEILING.



# STEP 5:

## OWNED COMMUNICATION

- EXTERIOR OF BUSES
- POSTER ANNOUNCEMENT
- INTERIOR CARDS
- STICKER FOR BUS STOPS
- BUS BENCHES



# STEP 6: PUBLIC AFFAIRS

*Scott will meet with city officials and other notable figures in the community and surrounding suburbs to explain reason for the name change as well as the organization's long-term vision*



# STEP 7: PUBLIC MEETINGS

*HOST A SERIES OF PUBLIC MEETINGS AROUND THE COMMUNITY INCLUDING PARTICIPATING IN CITY COUNCIL MEETINGS AS WELL AS NEIGHBORHOOD ASSOCIATIONS TO EXPLAIN THE NAME CHANGE AND ADDRESS ANY OTHER QUESTIONS AND EDUCATION ON SERVICES*



# STEP 8: NEW BRANDING PHASED ROLL OUT



- WEBSITE
- UNIFORMS
- STAFF SHIRTS
- BUSES
- CORPORATE VEHICLES
- ROUTE SIGNAGE

- ROUTE BROCHURES
- GOPASS APP
- LETTERHEAD / TEMPLATES
- EMAIL SIGNATURES
- METROLINK FACT SHEET
- BUSINESS CARDS

- INTERNAL COMPANY THEMES
- PAPER PASSES / TRANSFERS
- SOCIAL MEDIA
- GIVEAWAY ITEMS

# BRANDED SWAG

DESIGN FUN AND EXCITING GIVEAWAYS FOR  
EVENTS SUCH AS 'DUMP THE PUMP'.



**METROPOLITAN TULSA TRANSIT AUTHORITY**  
**BOARD MEETING**  
**Januray 24, 2024 Consent Calendar Item**

To: Board of Trustees  
Subject: Approval to Purchase On Board Validators

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Recommendation

Authorize the General Manager to negotiate final terms with Kuba for an amount not to exceed \$485,000 over 5 years.

Background

As MTTA navigates linking passengers across Tulsa many customers have expressed interest in the ability to pay for their rides by Credit Card. After research and communication with other agencies on progressing forward, it has concluded it is time to purchase a way for customers to be able to pay for the trips as they go. With the purchase of validators, it gives MTTA the ability to offer specials, eliminate the need for individual discount cards; this would be embedded in their individual card of their choosing, ability to cross between AccessLink, MicroLift, and MetroLink Tulsa Fixed routes and have the capability to fare cap. By switching to validors it is to decrease the amount of cash and coin needed on the bus itself, encourage riders to use GoPass to begin fare capping which for rider is a saving for them while decreases the possibility of farebox issues, which typically arise from coin usage. By moving away from individual cards that are not reusable, it eliminates waste we often find on the bus and the need to repurchase.

Financial Impact

The up-front costs of validator are \$250,000 to be purchased with ARP funds, this will be for all vehicle types. The remaining \$47,000 yearly for 5 years is recurring cost of hosting, support, and integration cost will be included in software cost apart of annual budget.